



JOB DESCRIPTION – SUPPORT MANAGER

Job details

Grade: KS-F (*Previously known as Kent Range 8*)

Reporting to: Assistant Headteacher

MAIN PURPOSE

To provide pastoral support for students and support in the effective management of non-teaching issues which may impact on student attainment in accordance with agreed procedures

DUTIES AND RESPONSIBILITIES

1. To identify any barriers to achievement and/or learning for all students within the support managers case load.
2. To recommend and arrange implementation of interventions and strategies for all vulnerable students including pupil premium students.
3. To liaise with internal and external agencies in order to devise and implement strategies to overcome barriers to learning.
4. To work alongside the relevant Head of Year and Lead Professional for Behaviour in developing support packages for students including mentoring.
5. Ensure that all school procedures relating to attendance and lateness are followed / recorded, unauthorised absence investigated, and sanctions issued in accordance with school policy.
6. Conduct first day absence calls and liaise with admin colleagues.
7. To ensure the electronic registration system is updated daily investigating any missing data with class teachers
8. To work with individual students and their families regarding strategies to improve attendance / punctuality – ensuring records are kept and feedback provided to the Headteacher and other staff as appropriate
9. Ensure appropriate arrangements are made for students who are absent / excluded to enable them to keep up to date with their studies and support their successful reintegration to the school
10. To support the Head of Year, teachers, form tutors and parents to ensure highest standards of behaviour.



11. Where appropriate to ensure that all staff are kept informed of any welfare issues affecting students.
12. To ensure records are kept up to date and filed appropriately.
13. To support the induction of new entrants to the school.
14. To deal with routine queries from parents during lesson times.
15. To assist with the administration as required of the student support team.
16. Devise strategies to help students overcome friendship and bullying issues.
17. Implement school discipline and behaviour policies and sanctions relating to conduct eg reports, detentions, exclusions and merit awards
18. Ensure appropriate arrangements are made for students who are absent / excluded to enable them to keep up to date with their studies and support their successful reintegration to the school
19. Ensure students adhere to school dress code and take follow up action as appropriate
20. Undertake supervisions duties immediately before school, at break and lunchtimes to ensure the safety and wellbeing of students and appropriate standards of behaviour are maintained
21. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
22. Manage the day-to-day welfare of students, including; both proactive support initiatives and the immediate front-line response to daily student incidents, emergent issues and safeguarding issues. Acting as a Deputy Designated Safeguarding Lead in the absence of the Designated Safeguarding Lead and/or the Senior Safeguarding Officer.



Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

PERSON SPECIFICATION

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Knowledge and skills equivalent to national qualifications level 3
EXPERIENCE	Previous experience of working with students
SKILLS AND ABILITIES	Ability to build rapport, engage and motivate others Good interpersonal and excellent communication, listening and observation skills Ability to deal with difficult/sensitive or conflict situations Ability to manage confidential information Organisational abilities and accurate record keeping skills. Assured manner and understanding of appropriate boundaries Ability to work without immediate supervision
KNOWLEDGE	Knowledge of school policies relating to conduct / behaviour, attendance and dress code Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting