

Job Description

POST TITLE:	Student Support Officer
GRADE:	Grade 8
HOURS OF WORK:	2 days per week (Thursday & Friday) Term Time plus 2 days
RESPONSIBLE TO:	Deputy Heads of School
RELATIONSHIPS WITH:	Senior Leadership Team Heads of House SENDCo Teaching Assistants/Support staff Parents/Carers Students

PURPOSE OF THE JOB:

- To provide support to the Head of House in dealing with student behaviour issues.
- Fulfil duties of a Deputy Designated Safeguarding Lead
- Work within the Student Services Team to promote positive behaviour and the well-being of students
- Undertake a lead role in managing student attendance
- To provide timely and effective administrative support for the Head of House.
- Contribute to raising standards of achievement for all students.

MAIN RESPONSIBILITIES

WELL-BEING AND BEHAVIOUR

1. Contribute to the management of student behaviour, mental health and wellbeing including anticipating and taking action to prevent potential problems arising.
2. Support the Mental Health lead in delivering a whole school strategy targeted at early intervention for low level needs. Facilitating small group work based around programs trained to deliver and liaising with professionals where necessary.
3. Organise students who are attending sessions run by external agencies such as YMCA, YDP and Youth Service workers.
4. Support the Head of House in tracking behaviour issues and work with students and parents to support improvement.
5. Provide cover for the Internal Exclusion room, as and when required.
6. Monitor the level of work available for students undertaking internal exclusions, obtaining more work from teaching staff, as and when required, to ensure work is always available.
7. Support staff who are supervising in the internal exclusion room with taking statements and managing behaviour concerns, ensuring the correct admin procedures are followed and referrals are logged as necessary.

8. Work with students in internal exclusion to help them understand why they were removed and help to ensure this does not happen again.
9. Support Form Tutors and the pastoral team to ensure student behaviour and wellbeing is addressed in a timely manner. Make appointments with parents/carers for the Head of House and Deputy Heads of School, where necessary.
10. In liaison with the Head of House and Deputy Heads of School, co-ordinate arrangements for student behaviour in accordance with the school's Code of Conduct and Behaviour Policy, e.g. C3/C4, detentions, exclusion letters etc. and ensure the required follow up actions have been completed.
11. Act as the first point of contact for Midday Supervisors regarding any student behaviour issues during lunchtimes, supporting them with following the correct behaviour procedures and referring them to the Head of House, where appropriate.
12. Help co-ordinate reward events.

SAFEGUARDING

13. Fulfil the following duties and responsibilities as a Deputy Designated Safeguarding Lead:
 - Undertake the role of Deputy Designated Safeguarding Lead and manage the EHA process. Actively lead on child protection concerns / issues, working closely with external agencies and represent the school in a range of meetings with parents/carers, social workers and external agencies.
 - Establish, develop and maintain effective relationships with staff, parents and children.
 - Act as a lead school representative at multi-agency meetings and child protection case conferences attending and contributing when appropriate.
 - Be child protection trained, be familiar with child protection procedures, give advice to school staff and support the Head of School and Deputy Heads of School in delivery of appropriate safeguarding training.
 - Liaise with the Specialist Education Welfare Officers for Looked After Children and Children Missing from Education.
 - Work together with Social Workers and staff from health and other agencies to provide a service to families with children experiencing difficulties at school and home.
 - Keep accurate and confidential records and files.
 - Share information with staff, agencies and parents when appropriate.
 - Undertake correspondence related to all safeguarding issues.
 - Prepare detailed reports for CP agencies and for other purposes, by making use of available systems.

ADMINISTRATION

14. Provide effective administrative and operational support to the Head of House/Deputy Heads of School.
15. Provide suitable paperwork for meetings such as CP, professionals meetings and attendance.
16. Administer arrangements for the following:
 - Commendations
 - Good News cards

- Certificates
- Confiscations

17. Lead and coordinate the student vaccination process.
18. Undertake a range of administrative tasks (e.g. drafting of letters, record keeping, filing, updating student records on Bromcom and My Concern). Maintaining a high level of confidentiality at all times and handling sensitive information appropriately.
19. Undertake duties in line with GDPR.

STUDENT WELL-BEING, ATTENDANCE & PASTORAL

20. Support the pastoral team in managing student attendance at the school. Carrying out lesson checks to identify students absent from school following AM roll call.
21. Proactively monitor student absence, identifying trends and highlighting concerns with the Head of House. Work closely with the Head of House and Data Officer/Deputy Heads of School to develop and implement strategies to improve attendance and punctuality.
22. To liaise with parents in relation to attendance and truancy. Telephoning parents to discuss absence in a sensitive but firm manner and building positive relationships with parents / carers.
23. Support the student and Head of House in facilitating a return to school using appropriate strategies within specified timescales.
24. To promote positive attitudes towards learning and education with students, parents and carers.
25. Ensure that Hampton College's approach to attendance and the support of vulnerable students demonstrates best practice.
26. Undertake the duties of Qualified First-Aider.
27. Monitor First-Aid records, identify any regular patterns of use and follow up with individual students, in liaison with the Head of House.
28. Contribute to the maintenance of a safe and healthy environment.

MISC

- Support the school's recruitment processes by facilitating student panel discussions on interview days and feeding back the views of the students to the panel effectively.
- Undertake any other duties consistent with the post.

Hampton Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to undergo an Enhanced Disclosure and Barring Service Check from the Disclosure and Barring Service (DBS).

Person Specification

THE POST: Student Support Officer

Criteria	Essential	Desirable
Educational qualifications	➤ Good educational background, with minimum 4 GCSEs (or equivalent) including English Language ➤ Excellent administrative skills ➤ Excellent ICT skills - fully conversant with Internet, Email, Word and Excel	➤ Educated to degree level
Experience	➤ Experience working in a safeguarding / child protection role within a school ➤ Experience of managing / supporting with student behavioural issues ➤ Experience managing attendance ➤ Experience raising standards of achievement ➤ Experience of working with young people ➤ Experience of working in a team ➤ Experience of organising and prioritising busy and demanding workloads ➤ Experience of dealing with parents/carers and external agencies	➤ Experience of working in a secondary school or related role ➤ Experience of dealing with a range of partners to achieve positive outcomes for students
Skills/Abilities	➤ Ability to gain the respect of students ➤ Excellent communication skills, oral and written ➤ Strong interpersonal skills ➤ Ability to work with honesty and integrity ➤ Ability to use own initiative ➤ Ability to prioritise workload and keep to deadlines ➤ Excellent organisational skills ➤ Ability to multi-task ➤ Good negotiating skills with the ability to gain the confidence of students, staff and parents. ➤ Ability to resolve conflict ➤ Ability to remain calm ➤ Good listening skills ➤ Sensitivity and empathy ➤ Flexible approach and can do attitude	➤ EHA Training ➤ DSL Training ➤ Willingness to learn new skills ➤ Ability to problem solve
Knowledge and Understanding	➤ Robust knowledge of Safeguarding and Child Protection ➤ Understanding of complex and wide ranging Safeguarding and Child Protection issues ➤ Appreciation of absolute confidentiality of information received in school ➤ Understanding of <i>Every Child Matters</i> ➤ Knowledge of child and young person development ➤ Understanding of the social, educational and personal contexts which relate to	➤ Qualified First Aider

	children and can become barriers to learning ➤ Knowledge of sexual health and/or teenage pregnancy work; substance misuse, domestic violence etc. and how these issues can impact on parenting ability ➤ Understanding of SEN ➤ Knowledge of Health and Safety issues	
Other Requirements	➤ Accuracy and attention to detail with record keeping ➤ Ability to work flexibly ➤ Willingness to undertake training, as required ➤ Ability to maintain confidential information and records with the upmost discretion and levels of security ➤ Willingness to take a full and active role in school life	