



Imberhorne School

Role Profile

Job Details

Job Title:	Pastoral Support Assistant
Salary/ Grade:	NJC 5
Hours:	30hrs p.w TTO
Contract Type:	Permanent
Reporting to:	Assistant Head of Key Stage

Main purpose

The Pastoral Support Assistant will:

Be the key support for the Head of Year. They play a crucial role in providing comprehensive pastoral support to a year group. They are responsible for addressing the day-to-day concerns of students, parents, and staff members, ensuring a positive and inclusive school environment. This role involves handling parental enquiries, supervising students, assisting with administrative tasks, and supporting the overall well-being of students through mentoring and behavioural management.

Duties and responsibilities

Key Responsibilities:

1. First Response and Communication:

- Serve as the first point of contact for parental enquiries and concerns, providing timely and professional responses.
- Address students' day-to-day issues, including punctuality, uniform, and equipment, promoting a positive school experience.
- Communicate effectively with parents, students, and staff members, ensuring clear and accurate information dissemination.
- Telephone parents as requested by the Head of Year and maintain records of the outcomes.

2. Student Support

- Mentor students, providing guidance, and support for their personal and academic development.

- Monitor detentions
- Monitor student punctuality reporting concerns to the appropriate staff members.
- Monitor attendance of their year group collaborating with the Head of Year and Attendance officer to promote good attendance and tackle persistent absence

3. Administrative Tasks and Record-Keeping:

- Undertake administrative tasks associated with monitoring student progress, including data entry and record maintenance.
- Disseminate information to form tutors, ensuring efficient communication across the school.
- Log and record incidents of behaviour and safeguarding using appropriate systems such as CPOMS, Trackers, and Bromcom.
- Assist in the organisation of mentoring, counselling and future plans interview as relevant to their year group

4. Behavioural Management:

- Take an active role in behaviour management, implementing school policies consistently and effectively.
- Support the on call system as required
- Attend meetings with outside agencies, such as social services, and provide feedback to relevant staff members where required

5. Transition Support

- Support transition processes for relevant year groups, ensuring a smooth transition for students.

6. Events and Meetings:

- Assist in the organisation of celebration events, parents' briefings, and celebration breakfasts.
- Support the organisation of Key Stage Parents' Consultation Evening, including logistical arrangements.
- Attend meetings as required, actively participating and providing insights as appropriate.
- To carry out other reasonable duties that are in line with the purpose of the role.

General

Working with colleagues and other relevant professionals

- Collaborate and work with colleagues and other relevant professionals within and beyond the school.
- Develop effective professional relationships with colleagues.
- Uphold the highest levels of confidentiality, professionalism and integrity so that every engagement contributes to a positive outcome for students, parent/ carers, colleague and other professionals

Health and safety

- Promote the safety and wellbeing of pupils, and help to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy
- At all times act in accordance with the schools Health and Safety policies, procedures and good practice guidance, following clear reporting lines and instructions.

Professional development

- Take personal responsibility to update knowledge and understanding by reflecting on own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness.
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school.
- Take part in the school's appraisal procedures.

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school.
- Have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality.
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the school community.
- Respect individual differences and cultural diversity.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the individual will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher or line manager.

Person Specification

Criteria	Qualities	Requirements
Qualifications and experience	Equivalent of GCSE A-C in English and Maths	Essential
	Experience of working with young people in an educational or similar setting.	Essential
	Experience of working with school based Management Information System	Desirable
Skills and Knowledge	Evidence of recent ICT capability including Microsoft packages and email; particularly use of mail-merge.	Essential
	Practical skills in maintaining data through accurate records and effective filing systems.	Essential
	Highly organised and able to work calmly, accurately and effectively to deadlines in an environment with changing priorities throughout the day.	Essential
	Able to work on own initiative with good problem-solving skills with the ability to make informed choices.	Essential
	Self-managing and independent with the ability to recognise when queries need to be escalated appropriately.	Essential
	Flexibility to contribute to tasks to meet peaks and flows of work associated with events and activities that take place throughout the school calendar.	Essential
Personal Qualities	Effective interpersonal skills that can be adapted based on the audience, coupled with an ability to manage difficult conversations and potential conflict.	Essential
	A caring, supportive personality to ensure that positive working relationships are developed with students, staff, parents/carers and stakeholders	Essential
	Able to work autonomously, organising and prioritising work, even when under pressure, to meet deadlines and unplanned situations.	Essential
	Able to work flexibly and constructively a part of a team, contributing to maintaining a positive and enabling environment	Essential
	Commitment to enhancing and developing skills and knowledge through CPD.	Essential

