

Job Description

Job Title	Student Support Officer
Academy	Queen Katharine Academy
Reports to	Progress Leader
Line Management of	N/A
Working Hours & Pattern	37 hours per week / 40 weeks per year (term time plus 2 weeks)
Salary / Grade	Job Family 6 – Point 24-28
Date Last Evaluated	Dec 2024
Core Purpose	<p>The post holder is responsible for assisting in the day-to-day monitoring of academic, social and pastoral progress of all students within the year group.</p> <ul style="list-style-type: none"> • Contributing to the drive for excellence in learning • Supporting all students within the year group to improve behaviour in and around the academy as per the Behaviour framework • Contributing to the drive in improving attendance and punctuality • Contributing to safeguarding students

Key Responsibilities
<p>Operational</p> <ul style="list-style-type: none"> • Support Progress Leader and Tutor team within assigned Year group. • Deal with student issues on a day to day basis. • Assist in the monitoring of student progress. • Provide up-to-date feedback on issues that may affect student progress to subject teachers. • Monitor student attendance and implement strategies to drive up attendance within allocated year group. • Challenge students who are late for school and follow up in line with Behaviour framework. • Engage with families of students who are persistently late for school. • Support the academy Attendance Manager at all attendance meetings. • Support the Safeguarding Officer to ensure the welfare of all students. • Liaise with CP Designate, SENCo and other colleagues as issues arise. • Identify when intervention is necessary and take the lead in referral meetings. • Liaise and meet with external agencies, Parents/Guardians and the wider community as agreed with Progress Leader. • Carry out reintegration meetings, as per Behaviour Framework. • Carry out supervision duties where required and be a presence around the school. <p>Administrative</p> <ul style="list-style-type: none"> • Maintain accurate and up-to-date information concerning the students; using data provided to identify and take appropriate action on issues. • Liaise with Progress Leader and prepare permanent exclusion reports as appropriate. • Produce reports as required from various sources including SIMS. • Assist with the organisation of Parents' Evenings, Parents Progress / Consultation Days, Open Days and exam results days as appropriate to the year group assigned to. • Assist with activities to enable students to voice their opinions about learning and contribute to the Student Leadership Programme.

- Assist with assemblies and tutorial planning as appropriate.

General Responsibilities

- Comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- Create and maintain positive and supportive relationships with staff, parents, business, community and other stakeholders.
- Be aware of the School's duty of care in relation to staff, students and visitors and to comply with all health and safety policies at all times.
- To engage with appropriate training opportunities to promote professional effectiveness in this role.
- Participate in the ongoing development, implementation and monitoring of the Trust and Academy Improvement Plans.
- To treat all information acquired through employment, both formally and informally, in strict confidence.
- To be aware of the school's responsibilities under the General Data Protection regulations (GDPR) for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.
- Be aware of and comply with policies and procedures relating to child protection, reporting all concerns to the Designated Safeguarding Lead.
- Be aware of and comply with the codes of conduct, regulations and policies of the Trust and Academy and its commitment to equal opportunities.

The duties and responsibilities listed above describe the post as it is at present. It cannot be read as an exhaustive list of duties and may be altered at any time with Academy approval.

Note: Every job description in the organisation will be subject to a review either:

- On an annual basis at the time of the annual appraisal meeting, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or

It is the shared responsibility of the post holder and their manager to ensure that the job description is kept up to date.

Person Specification

Attribute	Essential or Desirable	Assessment
Qualifications		
Educated to at least GCSE grade C standard or equivalent in English and Mathematics	E	A
Degree Level	D	A/I
Knowledge and Understanding		
Sound knowledge of MS Office applications, especially word, excel and PowerPoint.	E	A/I
General knowledge and understanding of inclusion, especially within a school setting.	E	A/I
Knowledge of strategies to improve student attendance.	D	A/I
Skills and Abilities		
Establish good working relationships with students acting as a role model.	E	A/I
Ability to provide clear, detailed and effective feedback to teachers.	E	A/I
Work as part of a team appreciating and supporting the role of other people in the team.	E	A/I
Ability to communicate with a range of stakeholders (internally and externally).	E	A/I
Ability to use initiative when suggesting course of action for students.	E	A/I
Ability to input and maintain data accurately and at pace.	E	A/I
Ability to organise workload, ensuring prioritisation for each day.	E	A/I
Ability to work flexibly to meet the needs of the Academy (assist with parents evenings/open evenings etc).	E	A/I
Ability to be firm but fair when challenging students.	E	A/I
Experience		
Previous experience of working with and or caring for children of relevant age/subject area, in an educational setting.	E	A/I
Experience of implementing strategies to improve student attendance.	E	A/I
Previous experience of working in a similar role.	E	A/I
Experience of working with external agencies.	D	A/I
Personal Commitment		
Demonstrate and adhere to TDET and Academy's Core Values.	E	A/I
Commitment to equality and diversity in the workplace.	E	A
Adhere to GDPR guidelines and the Academy's internal procedures.	E	A
Adhere to the Academy's Safeguarding and Prevent policy and procedures.	E	A/I
Adhere to TDET's Health and Safety policy and procedures.	E	A

Assessment methods

A – Application I – Interview T – Task/Activity L – Lesson Observation R – References