

# Salendine Nook High School

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**JOB TITLE:**            **STUDENT SUPPORT MANAGER**

**GRADE:**                **7 / 8**

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## **Purpose of Role**

To raise achievement by supporting students so that they are able to take full advantage of the broadest possible education and to be successful in their own right.

## **Summary of Responsibilities**

The following outlines the duties required for this post. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility held.

## **Background Information for Candidates**

Student Support Managers will work with the Director of Student Support and the Heads of Year in the first instance to ensure that all students are given the support they need to allow them to display excellent timekeeping, regular and excellent attendance, behave and dress appropriately and, most importantly, to take full advantage of the widest possible education available at SNHS. Student achievement and success is at the heart of this work.

## **Main Duties**

To ensure that all school procedures relating to attendance and lateness are followed and recorded.

- To implement school policy on procedures and sanctions relating to behaviour e.g. lesson checks, reports, detentions, exclusions.
- To liaise with parents to keep them informed regarding any issues relating to their child's behaviour.
- To liaise with outside agencies as appropriate.
- To assist with the preparation of reports/records of meetings and to attend where appropriate.
- To ensure appropriate arrangements are made for students who are excluded, are unwell or have accidents e.g. appropriate work sent home.
- To assist with events such as medicals, photographs, parents' evenings if staffing requires.
- To uphold the SNHS uniform code.
- To be part of the rota for student supervision before school, in Isolation and detentions and immediately after school
- To ensure students receive mentoring and support which enables them to resolve difficulties and concentrate their efforts on appropriate academic achievement.

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- To induct new students.
- To support the implementation of a positive ethos within year groups and promote a positive behaviour code for students within these groups.
- To assist when requested at interagency or other professional meetings
- To ensure the maintenance of accurate and up to date student information on SIMS, CPOMS and behaviour trackers and alert staff as necessary.
- To assist the pastoral team in any reasonable task according to need.

## **Additional Duties:**

- To play a full part in the life of the school community, to support its mission and ethos and to encourage and ensure staff and students follow this example
- Maintain a visible, professional and high profile within the school

## **Other Specific Duties:**

- To continue personal development
- To engage actively in the performance review process
- To undertake any other duty as directed by the Principal

## **General**

As part of your wider duties and responsibilities you are required to promote and actively support the School's/LA's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

Carry out your duties with due regard to current and future School's/LA's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communications.

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**RESPONSIBLE TO:**            **Director of Student Support**

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**RESPONSIBLE FOR:**        **None**

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## PERSON SPECIFICATION – Student Support Manager

### Essential

- ✓ High standards of achievement and professionalism.
- ✓ Excellent communication skills both written and oral and the ability to communicate effectively with staff and students.
- ✓ Good organisational and planning skills including prioritising tasks.
- ✓ Ability to work as part of a team and on own initiative and with resilience.
- ✓ Thinking creatively to anticipate and solve problems.
- ✓ High expectations of others.
- ✓ Staying calm and cheerful when working under pressure.
- ✓ Confident in offering support and guidance to staff, students and parents.
- ✓ Sharing and contributing to the aims and ethos of SNHS including a positive attitude to working with people with disabilities
- ✓ Commitment to the personal development of all students, staff and self.
- ✓ Being prepared to take advice, recognising own need for development and keen to learn new skills.
- ✓ To have a good health and attendance record, and being committed to maintaining this to carry out a busy and demanding post.

### Desirable

- ✓ Successful experience of managing and organising own work.
- ✓ Having a sense of humour.
- ✓ Experience of working in an educational setting with students with challenging behaviour
- ✓ Demonstrable experience of working with young people and families
- ✓ Experience of working in a multi-agency setting
- ✓ An understanding of the specialist support services available to young people locally.
- ✓ Hold relevant professional qualification in education, youth or social work or has other relevant experience of working in the police, youth offending or health sector that would demonstrate an ability to work with young people.
- ✓ Holds First aid at work qualification or willingness to undergo first aid training.

### Practical skills

- ✓ Ability to prioritise own workload
- ✓ Counselling skills
- ✓ Ability to communicate with young people, both individually and in a group setting.
- ✓ Ability to motivate and engage young people to address the difficulties they are experiencing at home/school that affect their ability/willingness to learn
- ✓ Ability to assess the needs of young people and their families and to work with other agencies to formulate and deliver packages of support.
- ✓ Able to build constructive relationships with parents and carers
- ✓ Able to develop and maintain close links and work effectively with staff from other agencies
- ✓ Able to gather information and produce reports
- ✓ Confident basic user of ICT. Must be numerate and well organised.
- ✓ Good planning and organisational skills and a flexible approach to the management of work.
- ✓ Deliver intervention programmes to groups of students

### Personal qualities and attributes

- ✓ Self-motivating with the ability to multi-task.
- ✓ Good interpersonal skills, and the ability to enthuse and motivate others.
- ✓ Excellent interpersonal skills and ability to work with people at all levels.
- ✓ Flexible and adaptable.