**JOB DESCRIPTION - Cover and Student Support Officer**

**Job Purpose**

This post will be based within the pastoral team.

The postholder will cover absent colleagues as required.

The successful candidate will work with the Heads of Year and our Student Services team to ensure that barriers to learning are resolved as speedily and efficiently as possible.

**Safeguarding**

* Be familiar with, and follow, all academy policies, in particular those related to safeguarding
* To promote the welfare of children

**Accountable to:**

* SLT
* Heads of Year
* Data Manager (cover)

**Key Accountabilities:**

* To cover teaching lessons as directed by the Data Manager
* To ensure a calm and purposeful atmosphere during the lessons covered
* To liaise closely with all colleagues including the SLT, Heads of Year, Tutors and Student Services team.
* To resolve student behavioural, friendship and social media issues in line with school policies
* To support the pastoral staff with uniform and equipment to ensure that students are fully prepared for learning
* Respond to and resolve parental queries/concerns – maintaining excellent communication with parents throughout
* To complete communication logs / update SIMS
* To be proactive in ensuring that the school atmosphere is calm, purposeful and conducive to learning.
* To support, track and observe students in mainstream classes.
* To provide appropriate work and supervision for students in Internal or External Exclusion.
* To maintain records and undertake daily administration as required.
* To provide mentoring and support to identified individual students.
* To provide first aid support
* To contribute to the On Call, Duty Rotas and Isolation timetables as required
* To support the centralised detention system as required
* Maintain a visible presence around school at key times of the school day
* To contribute to the rewards, charity and year events, including supporting tutor groups and attending assemblies.
* To take registers and tutor time as required.
* To follow KCSIE and to contribute to anti-bullying initiatives.
* To staff Student Services reception if required

**PERSON SPECIFICATION - Cover and Student Support Officer**

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|  | **Essential** | **Desirable** |
| **QUALIFICATIONS** | * The post holder will need to demonstrate literacy and numeracy skills, sufficient to carry out the role * Higher grade GCSE passes in English and Mathematics * First Aid at Work Certificate (This can be completed on appointment). | * Level 3 qualifications * Counselling qualifications |
| **SAFEGUARDING** | * Full understanding of safeguarding requirements and how staff promote the welfare of children * DBS and validated references * Eligibility to work in the UK |  |
| **KNOWLEDGE** | * Ability to understand issues that may affect a pupil’s ability to attend school * Ability to understand and apply Academy policies related to the post * Commitment to on-going First Aid training and certification | * Training in counselling/behaviour management and child protection * Knowledge of basic Microsoft packages: Word, Excel, Outlook, PowerPoint and SIMS |
| **PERSONAL QUALITIES, SKILLS AND EXPERIENCE** | * Experience of working within a school setting * Ability to use own initiative and undertake decisions in emergencies * Ability to respond calmly and positively under pressure * Ability to work unsupervised and be able to work as a member of a team * Willing to work outside normal hours if required * Ability to relate well to pupils, parents, staff and governors * Ability to communicate effectively, verbally and in writing, with members of the public, colleagues, pupils and visitors * Understanding of, and ability to provide, best practice in customer care * Good organisational and interpersonal skills * Good ICT skills * Efficiency * Willingness to undertake personal development and training * Flexible – able to meet deadlines against changing priorities * An understanding of, and commitment to equal opportunities * Hard working, conscientious and detail orientated * Understanding of the importance of confidentiality and discretion * Understanding of the importance of confidentiality and discretion. |  |