

WOODCOCK HILL PRIMARY SCHOOL

Job Description

Job Title:	PASTORAL SUPPORT MANAGER
Salary/Grade/Allowance:	GRADE C
School Name:	Woodcock Hill Primary School
Location/Address:	Far Wood Road, Northfield, Birmingham. B31 1BS

Purpose of the Post

- This post is central to the school's safeguarding provision and to the promotion of excellent attendance and punctuality, ensuring that pupils are given the best opportunity to succeed. It is also to support pupils' emotional wellbeing and work to remove barriers to learning through effective collaboration with families, staff and external agencies.

Duties and Responsibilities

MANAGEMENT RESPONSIBILITIES

- Monitoring pupil attendance and punctuality, including first day absence calling and liaising with the school office with regard to absent pupils.
- Managing the school's early help intervention programme in relation to attendance and punctuality, including writing to and meeting parents when there are concerns.
- Liaising and working with the Education Welfare Services in relation to pupils regarding whom there are serious concerns over attendance and punctuality.
- Monitoring the implementation of the school's behaviour policy, including administration of rewards and sanctions.
- To be familiar with and apply Birmingham's Support First Attendance Framework.
- Ensuring effective communication between all staff regarding identified pupils and between school and home.
- Communicating daily with the Headteacher and/or other school staff regarding concerns relating to pupils.
- To ensure effective exchange of written records and information at times of pupil transfer to secondary school.
- Become a Designated Safeguarding Lead – designated member of staff when trained to undertake the role.

WORKING WITH PUPILS, PARENTS AND CARERS

- Provide support and advice to students in line with promoting their social care and personal development with respect to learning and health & safety.
- Respond to and take steps to resolve relationship issues between students.
- Follow up attendance matters, including for agreed target students and contact or meet with parents.
- Collect and collate statements relating to incidents, following up directly when appropriate.
- Contribute to pastoral support plans.
- Be aware of and comply with policies and procedures in relation to child protection and all aspects of safeguarding children.
- To work with teaching staff to identify pupils who are at risk of underachieving.
- To attend case conferences as directed.
- To undertake a range of responsibilities regarding identified pupils to support them in achieving their targets.
- To draw up and implement individual action plans and/or pastoral support plans, in consultation with class teachers, the Sendco, parents or carers and external agencies.

- Promoting and supporting family learning programs.
- Holding regular 1:1 counselling sessions.
- Taking groups of pupils for 'anger management' and 'self-esteem; work.
- Holding daily 'drop in' sessions for pupils.
- Supporting school council sessions.
- To develop effective 1:1 relationships with pupils in order to monitor progress towards agreed goals.
- To initiate and maintain contact with families and carers to ensure a positive relationship with school and develop family support for the pupils.
- To be the immediate point of contact within school for children and families in crises.
- Supporting the reintegration of pupils who have been subject to a fixed term exclusion.
- To support pupils and parents or carers during pupils' transition between key stages, including secondary transfer.

WORKING WITH OUTSIDE AGENCIES

- To be the focal point of contact between various agencies where a multiple agency approach is required for a targeted pupil, e.g. ESWS, Social Care and Health, Community Health and Youth Offending Team, Pupil Referral Units, so that the needs of the pupil are met in a focused and integrated way.
- Attending case conferences and core group meetings regarding pupils and preparing and submitting reports for these.
- Liaising with mentors in other schools.
- To keep a record of pupils taken out of school for family holidays and to respond to parental requests for taking pupils out of school.

GENERAL

- To assist in break/lunchtime supervision if required.
- Represent the school in a manner consistent with its ethos and values.
- Contribute to school development through identified communication and consultation channels.
- To respect the confidential nature of information relating to the school and students.
- Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- To ensure all tasks are carried out with due regard to Health & Safety.
- To undertake appropriate professional development including adhering to the principle of performance management.
- To adhere to the ethos of the school.
- To promote the agreed vision and aims of the school.
- To set an example of personal integrity and professionalism.
- Attendance at appropriate staff meetings and parents' evenings.
- To carry out other duties as may be deemed commensurate with the grade and nature of post to ensure the smooth running of the school.

Supervision Required

- Supervisor Officer – SENDCO/Headteacher
- Level of Supervision – Plan own work to ensure the meeting of defined objectives

Developed by:	Derek Higgins – Head Teacher	Date of issue:	01/05/2026
Signature of Postholder		Date of signature:	