

REIGATE COLLEGE

Job Description for a Pastoral Support Manager

Name:

Responsible to: Pastoral Director

Job Purpose: To act as Senior Tutor to a number of Tutor Groups within a Faculty, supporting a wide range of students with their needs and supporting the Pastoral Directors and Senior Tutors with pastoral administration

Line Management: Tutors of allocated Tutor Groups

Job Responsibilities:

1 Leadership

To coordinate and manage a number of Tutor Groups and lead a team of Tutors to ensure a consistently high level of student support:

- Ensuring and enabling tutors to achieve their defined responsibilities
- Demonstrating an awareness of key College policies related to the role including, but not limited to:
 - Fitness to Study
 - Work Performance and disciplinary
 - Attendance and Punctuality
 - Equality, Diversity and Inclusion
 - Student Code of Conduct
- Demonstrating an awareness of the safeguarding policy and safeguarding practices and procedures and health and safety
- Knowledge of procedures and policies related to bursary and attendance.
- Knowledge of career pathways and support available for students related to this
- Overseeing the delivery of the Tutorial Programme
- Assisting Pastoral Directors and Tutors in helping to create the College community ethos
- Assisting the Pastoral Director with cases beyond your Tutor cohort if the need arises
- To be part of the College Safeguarding team (appropriate training will be provided)

2 Communication

To facilitate clear lines of communication between students, tutors, parents/guardians, the College and the partner/feeder schools by:

- Ensuring students ILP is regularly updated on the College Information Database, which has up to date information on current issues relating to that student
- Liaising with, and updating Tutors, Pastoral Managers, Curriculum staff, Student Services and parents/guardians regularly, appropriately and effectively, recording outcomes on the student ILP
- Liaising with student support departments including Learning Support, Wellbeing Mentors and Relate counselling
- Ensuring cases are 'passed on' to the appropriate Manager (when applicable)
- Communicating/touching base regularly with Student Services team and Director of Operations.
- Ensuring all admin tasks are completed by staff/students as required
- Communicating with College lead for external agencies, as appropriate
- Holding regular Pastoral Faculty meetings to consider matters of policy and procedure in relation to Tutoring and the Tutorial programme
- Encouraging the sharing of good pastoral practice across the College and faculty tutor teams, contributing to pastoral training

3 Management of Students

To contribute to the induction, monitoring and progression of students by:

- Monitoring the academic progress and social welfare of students in assigned tutor groups
- Being aware of R cat students and supporting them appropriately (particularly R1 & R2 students)
- Assisting students with a wide range of problems and, as far as is possible, respecting their confidence
- Meeting students who have achieved poor Interim Reports grades and implementing support as necessary
- Providing counselling for existing students about course choices and progression, particularly at 'watershed' periods, for example, after the publication of the results of various internal and external exams, and key assessments
- Taking a prominent role at enrolment, being prepared to interview any student, during the enrolment sessions as required
- Reviewing enrolments and academic profiles for appropriate tutor groups, dealing with course changes in consultation with students and staff
- Advising and guiding students post internal examinations
- Supporting students in the cohort who return after a 'break in learning'
- Complete and monitor Targeted Support plans and similar documentation to help students
- Reviewing the status of R Cat students, as and when the need arises
- Understanding of policies and procedures regarding Interventions and behaviour and addressing this with students if the need arises
- To provide interventions for low-medium level and procedural issues for students
- Monitoring the Smoothwall report and make appropriate interventions
- Assist the Director (Mental Health and Wellbeing) with students who may need assistance in the Support Hub
- Facilitate an activity which helps bring together lonely/single school students or similar projects as the needs arises.

4 Management of Staff

To assist the Faculty Pastoral Director to manage effectively and efficiently the staff within the faculty tutor team by:

- Providing support for staff teaching students who are causing concern in relation to attendance, work production and/or behaviour (across two or more subjects) – monitoring those students, making recommendations to line and senior managers, as appropriate
- Being responsible for the quality assurance and development of Tutorial delivery
- Ensuring that Tutors/Teachers are keeping up to date records related to a student and challenging where this is not the case
- Ensuring that Tutors are completing appropriate references for their students, supporting where necessary, ensuring standards are appropriate
- Addressing any issues that arise related to work performance of a Tutor
- Assisting in the professional development of Tutors by helping them to develop the skills and confidence to handle pastoral responsibilities
- Creating an atmosphere which is conducive to Tutors being able to confide in and seek advice from Senior Tutors, but which at the same time respects confidentiality and privacy
- To cover Tutor sessions as the need arises

5 Community

To assist in the promotion of the College and its ethos and values by:

- Visiting partner schools and establishing links
- Taking a leading role in central College activities, including but not restricted to: Get Ahead Day, Progression Day, Enrolment, Parents Evenings, Partner School and Non-Partner School marketing events, Parent Information Evenings, Community Day and student community events including Pop Up and Careers Events

6 Administration

To ensure the efficient running of the Tutor Groups and the maintenance of relevant records by:

- Ensuring administrative tasks are completed across the Tutor Groups
- Maintaining the student database as required and ensuring that all relevant documentation is completed
- Liaising with Student Services to ensure appropriate information is accurately recorded
- Processing student references
- Disseminating relevant information to tutors
- To provide high level administrative support to Pastoral Directors and other Senior Tutors

7 Additional activities

To participate in a number of additional activities as follows:

- Interviewing prospective students (4 evenings per academic year)
- Interviewing prospective students during the College day
- Post-examination results counselling (5 days over the results period) or other key times of the year for safeguarding duties during the college holidays
- All College Open Evenings (for which time off in lieu will be given)
- Information Evenings including Careers, pastoral and Introductory Day (for which time off in lieu will be given)
- Promotional evenings in Partner Schools (for which time off in lieu will be given)

8 To attend Parent Review Meetings (Parents' Evenings) and be available for advice and discussion.

9 To serve as a nominated First Aider and Mental Health First Aider to staff and students.

10 To complete the necessary training and continued professional development (CPD) for the role and to work to improve one's own professional performance and to participate in the College's appraisal arrangements.

11 To undertake any other particular duties which may be reasonably assigned by the Assistant Principal Pastoral and Progression or Assistant Principal Safeguarding and Interventions, Pastoral Director or the Principal from time-to-time.

Person Specification

The person appointed will be expected to have:

1. Commitment to building, and sustaining, the College community; and promoting equality, diversity and inclusion, ensuring safeguarding procedures are implemented.
2. An awareness of and responsiveness to, the needs of students in the 16-19 age range and the ability to form good relationships with them.
3. An awareness of the strategic direction of the College and an understanding of the environment in which it operates.
4. The ability to learn new systems and procedures quickly and implement them effectively.
5. An awareness of the policies and procedures associated with pastoral care in the College.
6. Pastoral experience with students aged 16-19 and an understanding of, and sympathy with, the needs of young adults.
7. Either hold or be willing to obtain a First Aid and Mental Health First Aid qualification.

8. A knowledge of the themes that underpin a Tutorial Programme for 16–19-year-olds and an awareness of how the programme is implemented.
9. Ability to create and cultivate positive and constructive relationships with staff, students and parents.
10. Highly effective and efficient communication, interpersonal, time management, organisational and IT skills.
11. The ability to multi-task in a busy working environment and excellent attention to detail.
12. A willingness to be flexible and adaptable, according to the priorities of the College at any time.
13. Integrity, warmth and sensitivity to the needs of others, valuing them for who they are.
14. A consultative and inclusive management style, together with the ability to inspire confidence and manage change effectively.
15. Able to maintain a sense of perspective and to take difficult decisions.
16. Ability to manage the expectations of staff, students, parents and other key stakeholders as to what can and can't be achieved within the boundaries of College guidelines and policy.
17. Presence and high visibility in the College and the community.
18. A commitment to personal development, both as a member of a team and as an individual.
19. The ability to stay positive and meet deadlines even when working under pressure.
20. Confidence in tackling unfamiliar situations and enthusiasm for learning new skill demands where appropriate.

NJC

September 2024