

Behaviour & Inclusion Support Pastoral Support Officer (Mentor)

Post: Pastoral Support Officer (Mentor)

Grade: Grade F – £30,515–£33,119 FTE, pro rata

Contract: 0.6 FTE, Term Time Only

Hours: 22.2 hours per week, Monday to Wednesday, 8.15am - 4.15pm

Responsible to: Senior Pastoral Leader

Core Purpose

To work as part of the pastoral team to provide proactive, high-quality support to pupils experiencing behavioural, attendance, wellbeing or other barriers to learning.

The post holder will manage an identified caseload of pupils, building positive and consistent relationships with pupils and their families and working closely with Pastoral Leaders, teaching staff and external agencies.

The role will have a particular focus on Behaviour & Inclusion Support (BIS), providing mentoring and targeted interventions to help pupils improve their behaviour, engagement and readiness to learn.

The post holder will be expected to work proactively, take ownership of their caseload, identify concerns, follow up agreed actions and contribute to improving outcomes for pupils.

Key Responsibilities

1. Pupil mentoring and casework

- Manage an identified caseload of pupils across Years 7–11.
- Build positive, consistent and professional relationships with pupils.
- Provide regular mentoring, guidance and targeted interventions.
- Identify barriers to learning, behaviour, attendance and engagement and work with pupils to address them.
- Develop, implement and review appropriate support and intervention plans.
- Monitor pupil progress and the impact of support, adapting interventions where necessary.
- Maintain accurate and detailed records of interventions, actions and outcomes.

2. Behaviour & Inclusion Support

- Support the effective day-to-day operation of Behaviour & Inclusion Support (BIS).

- Work proactively with pupils who display significant or persistent behavioural concerns.
- Lead individual and small-group behaviour interventions and mentoring programmes.
- Deliver learning and intervention resources provided through the BIS timetable.
- Support pupils to engage positively with their learning while in BIS.
- Liaise with teaching staff regarding pupils' learning, behaviour and progress.
- Provide clear and constructive feedback to pupils and relevant staff.
- Support and supervise detentions and other behaviour interventions as required.
- Analyse relevant behaviour information and use this to identify pupils requiring additional support.

3. Attendance and punctuality

- Promote high expectations for attendance and punctuality.
- Monitor the attendance and punctuality of identified pupils and respond promptly to concerns.
- Work directly with pupils and their parents/carers to understand and address barriers to attendance.
- Support the implementation of school attendance and punctuality procedures.
- Work with Pastoral Leaders and other colleagues to ensure appropriate intervention is in place.

4. Parents, carers and partnership working

- Build positive and productive relationships with parents and carers based on trust, consistency and clear communication.
- Maintain regular communication with families of pupils within the post holder's caseload.
- Attend and contribute to meetings involving pupils, parents/carers and school staff.
- Undertake home visits where appropriate and in accordance with school procedures.
- Work collaboratively with teaching staff, pastoral colleagues and external agencies to coordinate support.
- Ensure relevant colleagues are kept appropriately informed about pupil circumstances and agreed support.

5. Wellbeing and personal development

- Support pupils' personal, social and emotional development through effective mentoring and guidance.
- Help pupils develop strategies to improve behaviour, resilience, engagement and relationships.
- Contribute to assemblies, enrichment activities and wider pastoral initiatives where appropriate.
- Support pupils to participate fully in school life and remove barriers which may prevent them from doing so.
- Refer or signpost pupils to additional or specialist support where appropriate.

6. Safeguarding

- Promote and safeguard the welfare of children and young people at all times.
- Follow Whickham School's safeguarding and child protection policies and procedures.

- Record safeguarding concerns accurately and promptly using CPOMS and take appropriate action.
- Maintain effective communication with the Designated Safeguarding Lead, pastoral colleagues, parents/carers and external agencies as appropriate.
- Attend relevant safeguarding training and maintain up-to-date knowledge of school procedures.

7. Pastoral team support

- Work closely with the Senior Pastoral Leader and Pastoral Leaders to ensure pupils receive timely and effective support.
- Respond proactively to emerging pastoral and behavioural concerns.
- Share relevant information appropriately and ensure agreed actions are followed through.
- Contribute positively to the wider work of the pastoral team and the life and ethos of Whickham School.

General

The post holder will:

- Carry out duties in accordance with the school's policies, procedures and values.
- Maintain appropriate confidentiality and professional boundaries.
- Participate in relevant training, meetings and professional development.
- Undertake any other reasonable duties appropriate to the grade and nature of the post as requested by the Headteacher or line manager.

This job description is not intended to be an exhaustive list of duties and may be reviewed and amended to reflect the changing needs of the school.