

Person Specification

Post title	Support and Guidance Manager		
Salary	Band 2		
Education and Qualifications	Essential	Desirable	
Numeracy and literacy skills equivalent to GCSE grade 4 or above in English and Maths (or equivalent).	X		
A relevant qualification in safeguarding, behaviour or child development and/or willingness to undertake such qualification.	X		
A First Aid certificate, or willingness to train as a first aider is desirable.		X	
Experience	Essential	Desirable	
Experience in a similar role.	X		
Confidence in operating in a fast-paced environment.	X		
Maintaining positive relationships with a variety of different stakeholders.	X		
Experience of working with young people in a school or other setting.	X		
Proven track record of following GDPR	X		
Experience of working in a school or other environment with high expectations of behaviour.	X		
A proven track record of working hard to reach families and children.		X	
Proven track record of managing under pressure.		X	
Experience working in the local community		X	
Previous experience in a Pastoral/Education role		X	
A proven track record of working with outside agencies.		X	
Knowledge and Skills	Essential	Desirable	
Commitment to improving the life chances of students.	X		
Commitment to establishing high and rigorous standards of discipline.	X		
An understanding of a 'no excuses' culture.	X		
An understanding of kindness and how high expectations and kindness are linked.	X		
An understanding of working with children who present with challenging behaviour.	X		
An ability to address groups of students.	X		
A desire to improve behaviour.	X		
Understanding of Child Protection/Safeguarding.	X		
Commitment to working within the School's Safeguarding Policy and Procedures.	X		

Understanding of behavioural policies and their implementation in a school setting.	X	
Strong IT skills, be competent in using systems, Word, Excel.	X	
Excellent communication skills.	X	
Excellent administrative and organisational skills	X	
Ability to maintain thorough and accurate records.	X	
Understands the role within safeguarding of our students.	X	
Ability to liaise positively with staff and students and be customer focussed with a professional and friendly manner.	X	
Ability to prioritise work and multitask.	X	
Good organisation and time-management skills.	X	
Strong role model to students.	X	
High expectations of students.	X	
Proactive and committed.	X	
Good decision-making skills.	X	
Teamwork	Essential	Desirable
Recognises the contribution and achievement of colleagues.	X	
Keeps colleagues, stakeholders and/or customers informed of progress.	X	
Treats others fairly, openly and consistently.	X	
Expresses disagreement or challenges views calmly, constructively and tactfully.	X	
Supports and co-operates with colleagues.	X	
Personal Attributes	Essential	Desirable
Maintains confidentiality and discretion	X	
Able to make connection between their work and the benefits to students.	X	
Good written and verbal communication skills.	X	
Ability to prioritise and manage workload while maintaining a flexible response to urgent requests.	X	
Good interpersonal skills and ability to work with staff and stakeholders at all levels.	X	
Organised and good attention to detail.	X	
Caring and morally grounded.	X	