

### Role Profile

<b>Role Title</b>	Pastoral and Attendance Lead (PAL)
<b>Reporting To</b>	Assistant Director of Curriculum
<b>Department</b>	
<b>Pay Grade</b>	Grade 4 – Term Time Only (40 weeks per year)
<b>Version Date</b>	February 2018

#### Role Purpose

Ensure an efficient and effective service to students is provided at all times, particularly to vulnerable students in line with the 'student first' ethos. This role is intended to enhance the student experience through individualised learning support and is designed to support Programmes of Study.

Work flexibly as part of a team of Pastoral & Attendance Leads across the Group and its various sites to ensure essential coverage and student needs are met. Work closely with students across a broad age range, background and curriculum i.e. 16-19, and 19+ to promote the raising of aspirations with a focus on achievement, attendance, retention, stretch and challenge, study skills and progression.

The post holder will also be required to act as the Designated Safeguarding Officer (DSO) for the relevant curriculum area and will be expected to attend twice termly safety net meetings.

#### Key Responsibilities

- 1 Provide a high quality and confidential customer-focussed service to students at all times, working closely with academic and support colleagues providing pastoral care to student groups ensuring that completion of student passports are tracked and monitored
- 2 Have a caseload group of approximately 15-17 Groups to facilitate learning through 8 group sessions and 4 individual Learning and Progress Reviews per student using the eLLP.
- 3 Daily monitoring and management of attendance, visiting classrooms and supporting course tutors in the checking and maintenance of registers including updating Pro Monitor. This incorporates follow-up and contact by telephone and/or in writing with students, parents, carers, sponsors, and other responsible workers to ensure excellent student attendance levels and retention.
- 4 Work with the curriculum management team and course teams to identify and prioritise vulnerable students, across all provision, early to ensure appropriate support is in place to minimise risk of low attendance, low achievement and/or withdrawal.
- 5 Provide direct coaching to students to improve attitude to learning, attendance, retention, punctuality, positive behaviour, study skills and employability skills.
- 6 Assist in the maintenance of records of individual student progress where appropriate, including maintaining records of student attendance and initial assessment.
- 7 Actively support school/faculty progression targets and activities promoting positive progression, and leading on activities during designated Progression Weeks

- 8 Contribute to facilitating and co-ordinating cross-college themed weeks linked to curriculum and vocational activity and interests, underpinning the curriculum as well as the Progression Passport and Employability Seal or other initiatives as appropriate.
- 9 Undertake stage one disciplinary meetings and provide appropriate reports and other reporting requirements including those to parents/guardians maintaining positive relations as appropriate. This includes reporting on issues affecting study as well as attending parent/guardian evening.
- 10 Providing a first stage listening and guidance service for students and a referral/signposting service into the Group's professional counselling service, and external sources of health, social care and wellbeing as required.
- 11 Actively support the Group's community engagement including supporting learning and citizenship project work. Participating in student recruitment activities as required, liaison activities, open events, main enrolment and celebration events.
- 12 Maintain accurate and up-to-date records using appropriate college systems e.g. Pro-Monitor, eLLP, QL and Microsoft products.
- 13 Schedule, record and track records and ensure a minimum allocation of tutorial entitlement is received.
- 14 Actively comply and contribute to the College's policies and procedures, particularly in relation to Health and Safety, Safeguarding, Equal Opportunities and Data Protection

**Person Specification  
Pastoral & Attendance Lead (PAL)**

	Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>			
Hold a level 3 qualification in any subject	✓		AF/Cert
Hold a level 4 qualification in any subject		✓	
English and maths at level 2	✓		AF/Cert
Hold or be willing to work towards a coaching qualification	✓		AF/Cert
L2 Counselling or a willingness work towards	✓		
Mentoring qualification or a willingness to work towards	✓		
Hold or be willing to work towards a Certificate in Basic Counselling skills at level 2-3		✓	AF/Cert
Hold <b>or be willing to work towards a relevant L3 teaching qualification</b> e.g. PTTLs		✓	AF/Cert
<b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>			
Experience of managing groups of students, coaching and engaging with students in an educational setting.	✓		AF/IV
Experience of delivery, support and direct input to student groups e.g. for a range of health, wellbeing, study skills and E&D related issues		✓	AT/IV
Experience of record keeping, data inputting, and providing timely reports.	✓		AT
Accessing and navigating confidently around ICT systems and databases including eLLP or equivalent.	✓		IV
Work calmly under pressure and highly organised.	✓		AF,AT,IV
Able to identify additional learner support needs.	✓		IV
Anticipate changes to service required to constantly improve the student experience.	✓		IV
Experience of providing and supporting extra-curriculum student activity including enrichment, employability and enterprise.		✓	AF/IV
Experience of working professionally with a range of partner organisations, making referrals' or organising events		✓	AF/IV
A good understanding and knowledge of safeguarding, equality and diversity, benefit entitlements, and general student health, pastoral support and welfare issues.	✓		IV
<b>SKILLS AND ABILITIES</b>			
Work effectively on own initiative and as a member of a team.	✓		AF,IV
Meet key service targets and objectives.	✓		AF,IV
Have a proven understanding and commitment to the development and provision of excellent customer service in enhancing the student experience.	✓		AF, IV, AT
Confident with the use of IT to include monitoring statistical reporting highlighting areas of achievement and concern.	✓		AF, IV, AT
Work successfully with colleagues at all levels of an organisation to achieve results.	✓		AF,IV

Confident, approachable and friendly disposition with strong communication and interpersonal skills.	✓		AF,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service.	✓		AF,IV
Seeks support when unclear or when assistance required.	✓		AF,IV
Is able to work flexibly, understanding and responding to change and business need.	✓		AF,IV

\*Key to how skills are assessed:

AF = Skill assessed via application form

AT = Skill assessed via test/work-related task

IV = Skill assessed via interview

Cert = Certificate checked at interview