**Person Specification: Pastoral Support Officer**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * 5 x GCSE Grade (A\*-C/9-5) including English and Maths | * Advanced qualifications at Level 3 (e.g. a minimum of 2 x A levels or NVQ Level 3 in a relevant field) * Degree * Training in life skills * Specialist training in behaviour management |
| **Knowledge and Experience** | * Experience working with children or young people in difficult or demanding situations * Experience of building good relationships with both adults and children * Knowledge of Microsoft Office applications and good IT literacy * Knowledge of the impact of social issues on behaviour * Experience of mediation, conflict resolution and or/community work * Experience working in partnership with other to deliver work to set deadlines * Experience of participating in teams and working on own initiative * Experience of providing customer-focused services * Experience of leading a team | * Previous experience working in a similar role in a school * Previous experience working with children facing challenging circumstances e.g. social, emotional, or behavioural challenges * Experience supervising and developing staff |
| **Abilities and Aptitudes** | * High level administrative skills including highly proficient use of IT * Efficient and well organised; systematic, able to operate highly reliable systems and organise others to work with these systems * Very good attention to detail * Able to extract and analyse data from data sets, and produce well-written accurate reports * ‘Can do’ attitude, able to complete tasks positively and calmly under pressure * Ability to set high expectations and skilled at maintaining high standards of behaviour * Able to think creatively around problems that immediately present themselves, make suggestions to improve the service and adapt rapidly to proposed agreed solutions * Excellent communication skills using a range of media * Ability to work as a proactive team worker and independently * Ability to listen, adapt and reflect * The ability to converse at ease with pupils, parents and other users of the service and provide advice in accurate spoken English. |  |
| **Educational Values** | * Supportive of Oxclose Community Academy’s ethos, values and community * Commitment to inclusive education and belief that all students can succeed * Commitment to continuing professional development and awareness of your own training needs * Commitment to embedding equality in all aspects of your work. |  |
| **Personal Qualities** | * Confident * Friendly * Personal integrity and sensitivity * Resilient * Optimistic |  |