



Kings Langley Secondary School

Application Pack: Pastoral Support Officer

www.kls.herts.sch.uk

Dear Candidate,

A warm welcome and thank you for taking the time to express your interest in the role of pastoral support officer at Kings Langley School.

We are proud to be an inclusive, mixed comprehensive school of some 1100 students, successfully operating as a stand-alone academy whilst valuing collaborative relationships both locally and wider afield. We are currently seeking to appoint an enthusiastic, self-motivated and well organised individual to join our friendly and highly successful support team. The successful applicant will have a positive yet realistic approach to managing young people in a classroom.

The school is determinedly committed to the development of “strong character” in order to provide students with the skills and moral fortitude to “make the right choices”. The extract below is written by Dr Tom Harrison from the University of Birmingham and forms part of his evaluation which awarded the school (the first in the UK) the award of National Character Kitemark Plus in June 2018. We are justifiably proud of our unique ethos and culture which attracts both national and international recognition.

“It was clear it is the core mission of the school to do its part to develop values in its pupils that will help them flourish – and teachers and pupils were both able to link the development of character to moral development and wider societal flourishing.”

–Dr Tom Harrison

The professional and personal development of all staff is a key focus for the senior leadership team as we strive to build a school which aspires to the highest possible standards but not at the expense of personal well-being or happiness. We want a culture where colleagues are confident to take risks and learn from their mistakes, safe in the knowledge that they will be supported through a careful programme of induction and personalised professional development.

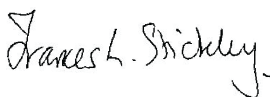
The governors are determined to ensure that our focus on the development of the whole child and strong character is matched with the highest possible academic standards as we look forward with excitement to further success and growth.

We look forward to hearing from you.

Kind regards



David Fisher
Headteacher



Frances Stickley
Chair of Governors



School of
CHARACTER



The Kings Langley School: Job Description (Support Staff)

Title of Post	Pastoral Support Officer
Grade (including allowances)	H4
Reporting to:	SLT Line Manager
Date	September 2025
Time/Hours	To be determined

Kings Langley School is a national lead school in the development of Character Education. The formation of strong character is at the heart of our curriculum and is a central foundation of our defined school culture and ethos. Consequently, all colleagues are expected to contribute positively to character formation, understanding that behaviours are both taught and modelled.

The duties outlined in this role description are in accordance with the Schemes of Conditions of Service as determined by The National Joint Council for Local Government Employees.

This role description may be modified by the Headteacher, with your agreement, to reflect or anticipate changes which are commensurate with the salary and role title and improvement and expansion plans of the school.

This role description will be reviewed every 3 years or sooner if required.

Personal and Professional Standards

- The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- Support the aims and ethos of the school as defined in the school prospectus.
- To set a good example in terms of professional dress and appearance, punctuality and attendance.
- As a consequence of the performance review cycle for support staff, take responsibility for personal development making full use of the school's professional development opportunities and training.
- To attend team and staff meetings as appropriate, contributing actively whenever possible.
- To provide courteous, prompt and polite service to all members of the school's community including parents, students, all staff and visitors.
- To actively contribute to the school's mission statement by forming positive relationships within the school community and working collaboratively and in good humour with other colleagues as appropriate or when directed.
- Be aware and comply with all relevant policies and procedures within the school, particularly those relating to child protection, equality, health and safety, bullying and behaviour and confidentiality. It is the duty of all colleagues to report breaches of school policies or procedures to the Headteacher.

Duties Specific to the Post Holder

- To work in collaboration and partnership with the pastoral team.
- To support the management and delivery of pastoral care to students.
- To establish productive working relationships with a range of students in order to support their learning.
- Providing mentoring support for students with Social Emotional and Mental Health (SEMH), Emotionally Based School Avoidance (EBSA) and facilitating restorative justice conversations.
- Assist, and where suitable, recognise student achievement through the recognition systems as well as using the behaviour management system for disciplinary matters.
- Undertaking pastoral duties such as, identifying students for detentions, assisting with detentions, FAR, Inclusion and the monitoring of the inclusion room.
- Work alongside the Pastoral Leaders to deliver programmes relevant to all year groups e.g. the Transition programme for KS2 into KS3, Careers in relation to KS4 etc.
- To establish constructive relationships with parents, exchanging information, facilitating their support for their child's attendance, meeting with internal Attendance Improvement personnel and parents to implement strategies to improve attendance, attending court assessment meetings. Supporting home to school community links and relevant attendance processes.
- Assist in the development, implementation and monitoring of systems relating to attendance e.g. truancy, pastoral systems (recognition, sanctions and inclusion) etc.
- Provide support relating to Pastoral matters e.g. compilation/analysis of information/reporting on attendance to form tutors, making phone calls etc.
- Be aware of and offer advice on a range of activities, agencies and individuals to provide support for students to broaden and enrich their learning.
- Support the DSP regarding Child Protection issues- monitor and action CPOMS, initial meetings with students, meeting with the DSP and parents, working with agencies to support students where necessary and effective proactive follow up.
- Dealing with complex issues with students and where necessary signposting them to other areas or agencies.
- Managing, maintaining and developing record keeping systems and processes.
- To support the Pastoral Leaders in gathering a range of information e.g. interviewing students, analysing questionnaires, contact with parents via email/telephone. Creating data in order to analyse and support students in conjunction with the Pastoral Leaders.
- To provide general administration support for the pastoral team e.g. making phone calls, filing, photocopying, responding to routine correspondence.
- Supporting pastoral related events for example; Presentation Events, New Intake Evening.
- Attending events where necessary, Parents Evenings, Open Evening and other relevant events throughout the year.
- To carry out supervision duties of students at break/lunchtime each day as required.
- To carry out such other duties as required, and as are commensurate with the grade of the post.

Knowledge, Skills and Personal Attributes

- Effective use of ICT e.g. word processing, databases etc.
- Have an excellent telephone manner, being able to adapt responses according to the humour and situation of the caller.
- Have good numeracy and literacy skills.
- Show initiative and imagination in solving problems.
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Have an approachable manner, being able to adapt responses according to the humour and situation of the individual.
- Present a courteous and friendly manner to all staff, students and visitors to the school, having due regard to “customer service best practice” attributes.
- Ability to relate well to students and adults. This includes using tact when dealing with difficult situations and employing suitable “assertion” skills in dealing with students of all ages.
- Exhibit high moral standards in dealing with confidential and sensitive situations.

Working at Kings Langley School

At Kings Langley School, we prioritise the wellbeing of our dedicated employees. Here are some of the benefits we offer to our employees to ensure an effective work life balance.

- Staff Appreciation Day
- Staff thank you nominations from colleagues
- A free employee assistance programme
- A mental health first-aid programme
- Support for workers with disabilities
- Special leave arrangements
- A dedicated printing service with a member of staff assisting with your printing needs to save you time
- Opportunities for flexible working
- Staff breakfast every half term
- Various different staff clubs from sporting activities to cooking or the staff book club
- Staff football team
- Trips to the theatre, bowling and drinks etc.
- Memorable Christmas Party and end of term celebrations
- Active staff forum for open communication
- Dedicated staff area offering a recently refurbished staffroom and workspace area
- Cycle Scheme which is a salary sacrifice cycle to work scheme
- New staff induction programme to assist you across your first year with learning our procedures
- Online skills training package providing unlimited access to the National College
- Ample free onsite parking
- Clear calendar and timetables
- Focused personal CPD with dedicated time built into the timetable
- Emergency supplies box in the staffroom
- Friendly and welcoming staffroom
- Wellbeing day before Christmas
- Wellbeing Governor — Dr Emma Kell
- Book sharing
- Staff Wellbeing Charter

Working at Kings Langley School

Staff Development

Currently there are 68 (65.5 FTE) teaching staff and 38 (27.4 FTE) support staff working at the school. Particular attention is paid to new staff induction, staff development and staff participation. There is a comprehensive in-house training programme for all staff and we also support colleagues in attending numerous external events including Herts for Learning's comprehensive programme of training courses. These include induction conferences for NQTs, to help deal with the challenges of the first years; training for leaders on how to prepare for the new curriculum; and everything in between, including subject and role-specific training.



Each year all staff have an opportunity to review their work and set objectives at an appraisal meeting. There is a robust system of pay progression in place for teaching and support staff.

Support for newly qualified teachers includes a reduced timetable, planned induction programme starting in July and mentor support. The school has a strong partnership with the University of Hertfordshire. We participate in its ITT programme and as a lead school have appointed teachers through School direct (salaried and non-salaried) routes. The school frequently hosts work experience visits for those interested in a career in teaching.

Facilities

Kings Langley School was re-developed under the Priority School Building Programme and we took delivery of a totally brand new school building in September 2016. The school has excellent teaching facilities with each learning area having its own suite of rooms with state of the art technology to support students' learning and enrichment activities.

