



**Castle View  
School**

Pursue Excellence | Be The Best



## **Job application Pack Student Support Officer**



**ZENITH**  
MULTI ACADEMY  
TRUST

## The Vacancy



**Castle View  
School**

Pursue Excellence | Be The Best

### **Student Support Officer**

**Scale 4-5, Point 6-11**

**37 hours per week, Mon-Thur 8am to 4pm, Fri 8am to 3.30pm, term time only**

**Actual salary £16,644 to £18,377**

Do you want to make a real difference to the life changes of students and the communities we serve? Do you have the potential to achieve the best possible outcome and highest level of wellbeing for all students?

If so we are looking for a Student Support Officer to join our forward-thinking team.

We are looking to appoint an enthusiastic Student Support Officer who will enjoy working in a school that values and delivers excellent professional development. The successful candidate will be capable of inspiring students through their involvement with pastoral support and have a firm belief in the potential of all students.

You must be committed to providing a quality education and experience for all and will need to excel in your classroom practice.

We are looking for a candidate to assist with the pastoral needs at Castle View School. Our ideal candidate will:

- provide administration support to the Heads of Year using a range of applications
- provide a high quality efficient and friendly service for the school and act as the first point of contact for pupils, parents and staff in connection with students in designated year groups
- be confident working alone or as part of a team
- have good IT skills
- be confident in dealing with students and a wide range of people
- have a good eye for detail.
- Have the ability to relate to students.
- Be able to remain calm under pressure.

This is an exciting opportunity to join a team who truly aim to make a difference, not only to student life chances and successes, but also developing young people who contribute to society with kindness and confidence.

We can offer you:

- Enthusiastic, friendly and talented students
- A dedicated, experienced and hardworking team of staff with a strong sense of collective endeavor
- The opportunity to develop within a school which is supported by a highly effective Trust that is committed to staff wellbeing and development.

## Applications

To apply for the role please download the application form from the vacancy page on <https://www.zenithmultiacademytrust.co.uk/vacancies/>, completed applications should be submitted to [recruitment@zmat.co.uk](mailto:recruitment@zmat.co.uk). CV's will not be accepted without a completed application form.

You must complete the application form fully and give details of all employment, training and gaps in employment since leaving secondary school to the present day. Any additional information, which you wish to bring to the notice of the selection panel should be included in your letter of application (supporting statement). Please ensure you say why and how you meet the criteria from the person specification in your letter of application. Full job description and person specification can be found at the end of this pack.

**Closing Date: Midday 30<sup>th</sup> August 2022**

If you have any queries, wish to discuss the role informally or undertake a visit to the Trust, please do not hesitate to contact us via email [recruitment@zmat.co.uk](mailto:recruitment@zmat.co.uk) or telephone 01702 426707.

**We look forward to receiving your application. You will be notified of your application status within two weeks of the vacancy closing date.**

## Safeguarding Children & Young People

The Trust is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. Appointment to this post will be subject to the following satisfactory pre-employment checks:

- Health
- Identity
- Relevant work qualifications
- Right to work in the UK
- Barred List Check (previously List 99)
- Disclosure & Barring Service Check (for all staff and volunteers)
- References
- Childcare Disqualification Declaration Check (relevant Primary School posts only)

# Welcome from the CEO



It gives me great pleasure to welcome you to our Trust, and I very much hope this job application pack you gives you a sense of what it is like working in our Trust, including our vision and values.

We are a small, locally-based Trust in South East Essex, currently comprising one primary school and three secondary schools: Laindon Park Primary School and Nursery, The James Hornsby School in Basildon, Castle View School in Canvey Island, and The King John School in Benfleet.

We are intentionally a small local Trust and very much see our role as central to the communities we serve.

As a member of staff within the Trust, you become part of a dynamic network of staff working to achieve a shared vision for all of our children. You become a valued member of a small group of schools, able to shape the education of future generations. In doing so, we hope that you feel really well supported in your career, and that your well-being is always considered. As a member of our Trust, you engage in a professional learning journey which develops you as a practitioner, and allows you to use your talents to transform lives and make a genuine difference.

## Our Core Purpose

To enhance the life chances of every child and drive social mobility.

## Mission Statement

A quality education and experience for all.

## Values

**Dignity                      Collaboration                      Positivity                      Aspiration**

## Vision

Zenith Trust will ensure excellence across the pillars of school improvement, governance, and business operations, harnessing the transformative power of collaboration so that all students attend truly outstanding schools.

Regardless of background or need, all students will achieve highly and have high levels of well-being, because they are taught and supported by the very best staff, who are well-trained and supported, buy into Zenith’s vision, and are committed to providing a quality education for all. School leaders act ethically, inclusively, and always with the child’s best interests at heart. Our students will be aspirational for themselves, enjoying their time at school, and flourishing as individuals within a safe, secure and nurturing environment.

All Zenith schools value students’ social, moral, cultural, and spiritual development, building exceptional character so that students are kind, resilient, and inspired to be life-long learners. By working closely with the families and local communities we serve, and listening to students’ voices, students will be well-prepared for life in a modern, tolerant Britain. They will secure outstanding academic outcomes and high quality destinations, always well-prepared for their next steps. As adults, they will lead happy, purposeful, and rewarding lives, and make a positive contribution to the world.

Andy Hodgkinson  
Chief Executive Officer

## Why work for Zenith Multi Academy Trust?

Thank you for considering Zenith Multi Academy Trust as your potential new employer.

If you share our commitment to securing transformational change and sustainable school improvement, and would like to be part of our vision to provide excellence in education, we would like to hear from you.

In return we can offer you:

- A friendly Trust which places staff wellbeing and development at the forefront of everything we do
- School settings with excellent facilities
- Access to high quality and bespoke CPD across the Trust
- A supportive and positive Early Careers program run in partnership with University College London and Chafford Hundred Teaching School Hub
- The opportunity to develop your career with and across the Trust Schools
- The Trust are looking to be early adopters of the new NPQ's

## Staff Wellbeing

The Trust is committed to providing a safe and healthy working environment for all staff and supports management practices that promote good health and wellbeing of all its employees. The Trust recognises that wellbeing and performance are linked. Improving employees' ability to handle pressure and to balance work and home life will ultimately lead to improved individual and Trust performance, including better outcomes for students.

The Trust has adopted a number of policies to support our commitment to staff wellbeing, including:

- Mental Health and Wellbeing policy which focuses on the Trust's commitment to maintaining the health and wellbeing of staff
- The Health and Safety policy which provides a framework for, and measurement of, safe places to work; and
- The staff Recognition and Reward policy which ensures our staff feel valued for the work they do and recognised for the contribution they make.

The wellbeing and training of our staff are seen as critical in creating the most effective and talented staff team. The high calibre of our staff means that we are constantly striving to improve so that we can provide the outstanding level of education that all our diverse and talented young people deserve.

## Continuing Professional Development (CPD)

At Zenith Multi Academy Trust, all staff are encouraged to develop their knowledge, skills, understanding, and attitudes to enhance their professional work, regardless of experience. We work towards 'a culture of excellence', where all staff have the opportunity to continue to improve and sharpen their knowledge and practice.

## Working for Zenith brings other benefits:

- Free Benenden Healthcare Scheme
  - Access to a GP 24/7 hours a day seven days week for you and your immediate family
  - Access to a Mental Health Helpline 24 hours a day seven days a week
  - Access to a care adviser who can provide advice and information on adult care issues
  - Medical Diagnostics
  - Medical Treatment at one of the hospitals in our treatment network for certain procedures.
  - Physiotherapy
  - Mental Health Counselling Support
  - Financial Assistances to a care adviser who can provide advice and information on adult care issues
- Access to Benenden Healthcare rewards and discounts scheme
  - 46% off digital fitness subscriptions
  - 22% off activity trackers from Fitbit
  - Save up to 11% on the cost of gift cards of E-Gifts
  - Lifestyle shopping vouchers – save 6%
  - Home movies rentals – save up to 40%
- Access to Bike2Work scheme
- On site staff counselling programme
- Eye sight tests
- On-site free medical health checks
- On-site flu jab clinics
- Free access to on-site gym facilities
- Generous Teachers' Pension and Local Government Pensions schemes
- Generous annual leave entitlement for full-time support staff up to 29 days + 8 bank holidays per annum





A QUALITY EDUCATION FOR ALL

Daniel Steel, is the Headteacher at The King John School, as a parent of two young children himself, he leads the school through the eyes of a parent, with very high expectations and aspirations for his student. The King John School is a popular, oversubscribed school where students' very high attendance and levels of achievement reflect their commitment and enjoyment of school life. The school is a large, mixed comprehensive with a well-established sixth form, and serves the ever-growing communities of Thundersley and Benfleet, as well as welcoming students from further afield.

To enable their students to be happy and successful learners, they strive to create a caring, supportive and aspirational learning community, with high expectations and opportunities for all. They believe in offering a broad and balanced curriculum to enable students to flourish as individuals, and to achieve future success in whatever they choose to become later in life. This includes a strong emphasis on sport and the Arts. Opportunities for extra-curricular activities are extensive for all to support in developing knowledge, skills and cultural capital beyond the classroom setting. These opportunities include enterprise, creative performing arts, and a wide variety of trips and visits. Added to this their sporting expertise which puts them at the top of the county and national championships in a whole range of sports you will see the school has a lot to offer. They strive to nurture and develop global citizens of the future by celebrating success and valuing aspiration. They are determined every student should maximise their potential.

The recruitment, retention, and training of fully-qualified staff play a key part in their drive to secure strong academic outcomes for all students, and to instil a life-long love of learning. They understand the vitally important role of partnerships between families and school, and value their relationships with all members of the community they serve.

They have a thriving sixth form, which has been significantly extended to provide a wealth of additional state-of-the-art facilities. Students achieve well in a wide range of subjects and over a three year trend, the results are in the top 15% of over 2000 schools with 68% A\*, A or B grades at A-level. Students' destinations are very strong, and they progress to Higher Education, including Cambridge and other Russell Group universities, apprenticeships and employment.



Laindon Park is a small school located in a rural unspoilt area. Their building retains a Victorian character with many historical features. The Headteacher of Laindon is Cristina Portoles, who ensures that they are a school where the child is at the heart of everything they do and leads the decisions they make.

As Ofsted said about them "pupils are happy and enjoy school". The school is always aiming to improve, not only the education that they provide to pupils but also the services and goods that they provide to the local community. Their SAT results are consistently good and put them in the top 4% of primary schools in the country.



# Castle View School

Pursue Excellence | Be The Best

Steve Durkin is the Headteacher of Castle View School. The school is a place where students are put first in everything the school does. Their aims are to pursue excellence, to be the best they can be and they achieve this by working together with parents and the wider community to bring out the very best in their young people.

A good education inspires, opens doors and makes a difference to the lives of individuals, their families and the wider community. Therefore, the school takes their responsibilities as educators very seriously, doing all they can to help their students achieve anything and everything they set their minds to. The school also takes great pride in providing a happy and harmonious learning environment – one where every student is known as an individual.

As well as valuing academic success, the school strives for every child to become a well-rounded, caring and confident individual who plays a part in their community, and has the skills and mind-set to contribute positively to our wider society. The Headteacher would warmly welcome you to visit the school and discover what it is that makes Castle View School the right choice for you and your child.



## The James Hornsby School

*Together we excel*

The James Hornsby School is an oversubscribed 'Good' school; as rated by Ofsted, where students are at the heart of all we do. We have a strong family ethos where we believe "Together we excel".

The Headteacher Tammy Nicholls firmly believes that these are our key drivers for success not only for our students, but for our staff as well. We welcome the chance to meet with you and discuss your development opportunities as part of the James Hornsby and Zenith family!

We focus on developing independent and resilient learners by removing barriers to success and providing a safe and happy environment that allows young people to strive.

Our curriculum provides breadth to ignite hope, drive ambition and enhance life chances by providing qualifications that open the doors to opportunity.

We believe our community is outstanding and as such we strive to achieve outstanding learners and leaders at all levels, by providing outstanding curriculums and learning opportunities and promote outstanding attitudes and outcomes from all.

As a school we pride our self on our core values of:

A Family ethos

High Expectations

Desire

Hope and Aspiration

Innovation



The King John School



Laindon Park Primary School



The James Hornsby School



Castle View School

## Testimonials

I started my school finance career in James Hornsby as Finance Officer. My line manager and the school team were immensely supportive from the first day. I received regular coaching and development from my line manager, not to mention various external training opportunities. After spending 2.5 years at James Hornsby, the opportunity arose to apply for the Business manager role at Castle View. The recruitment process was straightforward, efficient and provided positive challenge within the application requirements. I was fully supported in my application by both my existing managers, Castle View and Zenith Multi Academy Trust. The interview and selection processes were fantastic in their level of challenge and support and felt as though they were focused on bringing the best out of candidates. My outcome was successful and the move to Castle View has continued to be supportive, with a number of training and CPD opportunities already provided by both the school and Zenith.

- Business Manager, Castle View School

Since joining as an instructor in 2018, I have been continuously supported by Castle View, and the wider Zenith Multi Academy Trust. This has included fortnightly mentor meetings and frequent observations, feedback and support with my pedagogy; a second school placement at another school within the Trust; and regular CPD opportunities. This all resulted in me achieving my Qualified Teacher Status last December via the Straight To Teach route (which was also funded by the school). Despite only recently qualifying, I am already in discussions with Castle View about my progression and moving on to the next stepping stone of my career and development.

- Teacher of Maths, Castle View School

In the short time I have worked at Castle View School, I have been surrounded by colleagues, at all levels, who have been so supportive and encouraging and have helped me settle into the school culture, quickly and positively. At Castle View School, the Senior Leadership team are extremely supportive of staff progression, allowing staff to show they are trusted. I have personally been able to demonstrate my strengths in other areas outside of the classroom; I am so grateful for being able to be a part of the School's Improvement Plan, as Excellence Strategy Coordinator with a focus on parental engagement on social media platforms and lead on The School's Inspire Magazine, for Excellence. I have also been given the fantastic opportunity to mentor another colleague in their ECT programme. I have really flourished, since being here and have welcomed the new challenges and exposure.

I feel that staff are valued.

- Teacher of English and Media, Castle View School

Castle View have been very supportive of me and my teaching career. They funded my degree which I completed whilst working firstly as an LSA, then as a cover supervisor and finally as an unqualified music teacher here. They then went on to finance and support my Assessment only route into teaching, enabling me to achieve QTS last year. Castle View have a genuine interest in encouraging and championing their staff which is evident in the way they have 'backed' me.

- Teacher of Music, Castle View School

## Job Description

<b>Job Title</b>	Student Support Officer
<b>Grade</b>	Scale 4-5, Point 6-11
<b>Reports to</b>	Senior Student Support Officer
<b>Liaison with</b>	Heads of Year, form tutors, staff, parents, students
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>To provide a high quality efficient and friendly service for the school, acting as the first point of contact for pupils, parents and staff in connection with students in designated year group</li> <li>To provide dedicated administration support to the Head of Year using a range of applications</li> </ul>
<b>Duties</b>	<ul style="list-style-type: none"> <li>To administer all attendance issues i.e. first day calling, AM/PM registers, register reviews</li> <li>To receive and deal with enquiries from students, parents, and staff both over the telephone and in person, filtering queries/problems to appropriate person or dealing with issues where possible.</li> <li>To provide all administrative support for Head of Year using a range of applications including word, excel, powerpoint etc.</li> <li>To arrange and take minutes of meetings as required</li> <li>To assist in the preparation and maintenance of reports.</li> <li>To complete general administration duties as required.</li> <li>To communicate effectively with all staff, students and parents.</li> <li>To support, implement and encourage new processes and systems e.g. sanctions, rewards &amp; attendance.</li> <li>To promote the image of Castle View School and encourage team working throughout the school.</li> <li>To ensure confidentiality is maintained at all times.</li> <li>To ensure Health and Safety regulations and Codes of Practice are observed at all times.</li> <li>To assist with admissions including mid-year admissions and the transfer from KS2 to KS3 (where applicable)</li> <li>To assist with respective parents evenings and open/induction days</li> <li>To help manage the examination results process for your respective year group on the stated results day in August.</li> <li>Encouraging the inclusion of pupils with emotional and/or behaviour difficulties in a mainstream setting by using positive behaviour management techniques designed to develop the pupils ability to behave appropriately</li> <li>Producing a variety of resources for student/school/class designed to support an Individual's Behaviour Programme and/or support whole school positive behaviour systems</li> <li>Participating in the evaluation and review of the agreed support in conjunction with other behaviour support staff and/or school staff</li> <li>Attending relevant meetings and in service training provided by the school</li> <li>Consulting with parents regarding student support matters and responding to incidents of challenging behaviour</li> <li>Personal responsibility to make a decision when appropriate time to inform parents by letter of incidents that may occur</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.</li> <li>To comply with individual responsibilities, in accordance with the role, for health &amp; safety in the workplace</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy</li> <li>• The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment</li> <li>• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade</li> </ul>
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## Person Specification

General heading	Detail	Examples
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	NNEB/BTEC qualification or higher relevant qualifications NVQ level 2 or equivalent Successful experience of working with children with SEN Completion of DCSF induction programme
	Knowledge of relevant policies and procedures	Being aware of and working with the service policies in relation to Inclusion, Child Protection and physical contact with pupils, appropriate regulations and guidance
	Literacy	NVQ level 3 or equivalent in English
	Numeracy	NVQ level 3 or equivalent in Maths
	Technology	Good working knowledge of ICT to support learning and performance of own role
<b>Communication</b>	Written	Ability to write reports, complete returns and write complex letters
	Verbal	Ability to use clear language to communicate information unambiguously Ability to listen effectively
	Languages	Specialist language/communication skills, if appropriate
	Negotiating	Ability to negotiate effectively with adults and children
<b>Working with children</b>	Behaviour Management	Ability to demonstrate effective implementation of the school's behaviour management policy
	SEN	Ability to demonstrate that you encourage the inclusion of pupils with emotional and/or behavioural difficulties
	Curriculum	Good understanding of the school curriculum Good working knowledge of specialist curriculum area(s), if appropriate
	Child Development	Good understanding of child development Ability to assess progress and performance and recommend appropriate strategies to support development
	Health & Well being	Understand and support the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Ability to support teacher/practitioner to set up a positive learning environment for the children you have worked with Ability to make a proactive contribution to the work of the team supporting children, their families and carers
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to work effectively with a range of adults Influences the attitudes and opinions of others, as required, gaining their agreement through persuasion to ideas, proposals and courses of action
	Information	Contribute to the development and

		implementation of effective systems to share information
<b>Responsibilities</b>	Organisational skills	Good organisational skills
	Line Management	Ability to manage and support the work of others, as required and appropriate
	Time Management	Manages time and prioritises work in an effective and productive manner. Ability to manage own stress and meet deadlines
	Creativity	Demonstrate creativity and an ability to resolve problems independently
<b>General</b>	Equalities	Awareness of and promotion of equality.
	Health & Safety	Good understanding of Health & Safety
	Child Protection	Good understanding and effective implementation of child protection procedures
	Confidentiality/Data Protection	Understand and comply with procedures and legislation relating to confidentiality
	CPD	Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance