



Clifton High School

CANDIDATE INFORMATION
PUPIL SUPPORT COORDINATOR



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BEYOND A SCHOOL, a place to belong



AN INTRODUCTION TO OUR SCHOOL

Clifton High School is future-focused with traditional values. Located in the heart of the beautiful and picturesque Clifton Village in Bristol, we are a mid-sized, all-through, independent school, educating boys and girls aged 3-18 years.

‘Realising Individual Brilliance’ is more than a tagline at Clifton High School; it is an aspect of education we truly believe in and see exemplified every day. Each child's unique talents and qualities are nurtured and celebrated in ways bespoke to them as an individual.

Clifton High School is renowned for its strong pastoral and family ethos. The safety and well-being of each pupil is our priority, ensuring emotional and personal development is given the same level of importance as academic achievement.

Our community rapport, teacher encouragement and continuous support create an atmosphere where children and young people develop happily and progress successfully. Parents often comment on the excellent relationships between staff and pupils as “relaxed yet always respectful”.



JOB DESCRIPTION

Job Title:	Pupil Support Coordinator
Department:	Business Support
Reports to:	School Office Manager and SLT Support

PRIMARY PURPOSE OF THE ROLE

The postholders will provide comprehensive direct support to pupils across the School, particularly focusing on the needs of the Senior School, and will work as a member of the School Office team.

As the first point of contact for all pupils' enquiries at the School, they will possess excellent interpersonal skills, being able to speak appropriately and confidently to pupils in an engaging and supportive manner, always having an eye for the wider pastoral picture of individuals and groups of pupils. The successful applicant will be highly adaptable, able to react quickly and have the capability to remain calm and approachable in the busiest working environments, whilst maintaining high standards. They will be a self-starter, willing to learn and understand the different requirements of the role and committed to providing full support to pupils and, in turn, their families and members of staff.

SAFEGUARDING

All staff at Clifton High will be committed to safeguarding and promoting the welfare of children and young people across this 3-18 school, both in and out of the School. They will also ensure that any volunteers they have engaged to work with the children and young people are also committed to safeguarding and are fully aware of the School's policies and procedures beforehand.



TERMS & CONDITIONS SPECIFIC TO THE ROLE

This is a predominantly term-time role, with 20 additional days to be worked in the holidays. The role is 36.25 hours per week from 8.15am to 4.00pm, Monday to Friday. Each working day includes a 30-minute lunch break, which is unpaid.

Attendance at annual School events and CPD days is required. Annual events include Rose Day (which is on a Saturday) and the School carol concert. Additional hours may be required from time to time and will attract time off in lieu.

All School Office staff are expected to be First Aid trained. This training will be provided by the School.

There is a pension scheme for all Business Support Staff, and a School fee remission scheme may also be available. All staff are entitled to a two-course daily lunch during term time and refreshments throughout the School day.

MAIN RESPONSIBILITIES

PUPIL SUPPORT

- Be the first point of contact for all pupil enquiries from arrival at School until departure
- Liaise with the Deputy Head Pastoral, Wellbeing, Counsellor and Medical Team
- Hold and manage Year 7 mobile phones
- Hold confiscated mobile phones and ensure regulations are adhered to and explained to the pupils
- Manage the lost property and facilitate its return to the owner in a timely and appropriate manner
- Work with parents to find lost property and supporting them when issues arise
- Work closely with the Medical Team when concerns and queries arise over the conduct of a pupil
- Work closely with the Attendance Officer to cover lesson registration, ensure pupils are in the appropriate lesson and manage unexplained absences.
- Provide cover for the Attendance Officer in the event of sickness in terms of doing registration
- Ensure items are delivered to pupils for cookery, sport, adventure, etc to facilitate pupils' full participation in curricular and co-curricular activities.
- Photocopying and laminating for academic staff



MAIN RESPONSIBILITIES CONTINUED

Working as part of the School Office team to:

Maintain Standards

- Maintain high standards of service to parents, visitors, pupils and staff at all times
- Ensure the telephone is answered in an appropriate manner and that all messages are dealt with to an agreed standard
- Ensure the entry buzzers are answered in an appropriate manner, maintaining the highest standards of safeguarding
- Respond to emails and enquiries to the School in a timely manner
- Control all stationery used at School
- Greet, assist and escort visitors and contractors as required
- Oversee and redirect incoming and outgoing post

Admin Support Duties, as directed by the School Office Manager

- Oversight of all School registration and attendance records, together with SIMS support
- Assist with administrative duties such as letters, mail merging, collating reports
- Create posters and certificates
- Support teaching staff where possible
- Support Ad Hoc project requests
- Filing
- Completing Function Booking Forms
- Supporting Events and Marketing as required

The post holder will be required to always act in a professional manner, establishing good working relationships with colleagues.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post



PERSON SPECIFICATION

Skills and abilities	• Demonstrate high level of interpersonal and written communication skills, including a good command of grammar • Excellent IT skills; proficiency in all Microsoft Office programmes • Proven outstanding administration skills • Ability to work proactively and to prioritise competing demands • Experience of working autonomously, problem solving and time-keeping skills • Excellent attention to detail • Ability to work as part of a team and build relationships across the School
Knowledge and experience	Essential • At least one year's experience working in a busy office environment • Experience in a client / customer-facing role Desirable • Experience of working in a School Office • Experience of working with children and young people • A knowledge of safeguarding in schools is desirable, although full training will be given • Knowledge of the SIMS database system, including inputting pupil data and running reports • Experience using mail merge • Knowledge of GDPR
Qualifications and professional development	Essential • A good standard of written English • Minimum grade C / grade 4 at GCSE or equivalent in English and Mathematics Desirable • Attainment of level 3 qualifications or equivalent (e.g. A levels, AVCE) • Administration qualification • Previous Safeguarding / First Aid / Fire Safety training
Personal qualities and competencies	• A calm, flexible approach • Pragmatism, flexibility and resilience • Ability to exercise tact and discretion • Maintain levels of confidentiality
Attitudes and outlook	• Professional demeanour and a high standard of personal appearance • Boundless energy and vision • Ability to work under pressure and a capacity for hard work • Ability to appreciate the needs of the whole School



CLIFTON HIGH SCHOOL AS A BUSINESS

Just like other independent schools, Clifton High School is a business.

Our product is a high-quality, desirable education. To ensure we continue to provide the education and experience we are so passionate about, our business must be successful. This is largely down to fees; securing future pupils, retaining families, as well as maintaining and building upon the reputation we uphold.

Our parents are our customers, each making large financial and emotional investments in our School. As such, all employees are representatives of the School and play a part in its success.

With a flourishing and affluent Bristol population, the demand for an independent education is strong and highly competitive. To illustrate this, there are more independent schools within the city and its outskirts than anywhere else in the country, other than North London.

Clifton High School has learnt never to be complacent but to strive to keep competitive and ahead of the game. Our unique offering, together with co-curricular activities and personal and social development, is emphasised alongside academic excellence. Parents very much value this. Indeed, it is an important reason why they choose us.

Competition to attract pupils is high, and as such, we seek to appoint and retain staff of the highest calibre who act as ambassadors for the School, embracing and reinforcing our ethos and values.



BEING A CLIFTON HIGH SCHOOL EMPLOYEE

Working at Clifton High School involves a commitment to the vision, culture and heart of the School. All staff members work with colleagues to ensure that the School fulfils its aims.

Our pupils are fun, inquisitive, enthusiastic and rewarding. Staff are expected to share and champion this passion for bringing out the best in each one of them. Classes are small, allowing staff to not only strive to achieve the highest standards but also to make a significant contribution beyond them. All staff enrich and strengthen the wider life of the School by undertaking duties, offering and supporting activities or clubs. As role models for our young people, they are encouraged to show planned and focused career development.

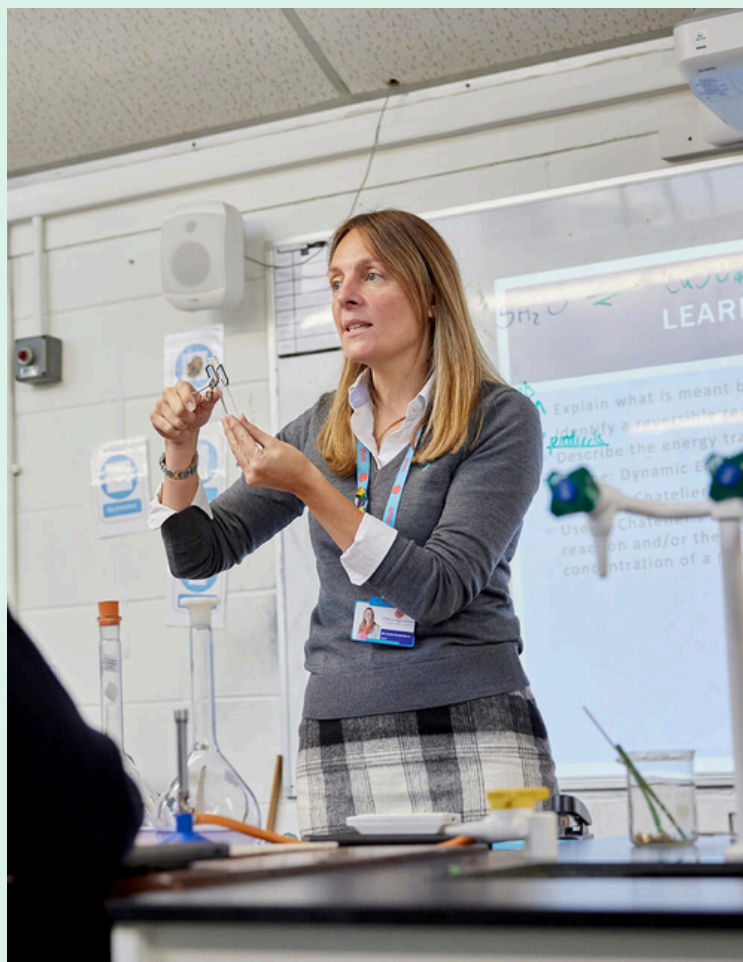
Focusing priority on excellence in the teaching and learning of our young people, as well as their personal development, staff are also encouraged to learn new skills and advance their own professional growth. Whilst Clifton High School encourages its young people to acquire skills, its staff must also lead by being open to new skills and knowledge.

We very much hope every individual, whether part of teaching, support, business administration or otherwise, to feel they belong to our Clifton High School community, sharing our common goal of the health, safety, well-being and education of our young people at its core.

‘Realising Individual Brilliance’ is not just for the pupils, but for everyone at Clifton High School.

What do we have to offer you?

- A committed and supportive staff community
- Motivated children with a desire to learn
- A drive to change and be better
- A culture of high ambition and excellent pastoral care throughout the school
- A history of embedded excellent best practice
- A creative and inspiring ethos with School values that our children and staff members carry with them for life
- Strategic, committed and supportive leaders
- Regular support and training to update skills
- Healthy and nutritious two-course lunch during term times
- ‘School Fee Discount Scheme’ for permanent staff members
- Regular staff socials



OUR VALUES



CURIOSITY

We educate our young people to be informed, inquisitive individuals with the ability and knowledge to use the art of questioning to explore the development of new, independent ideas. This, in turn, instils in them confidence and a lifelong love of learning.



EMPATHY

Relationships are enhanced when the value of love, for oneself and others, is achieved. This is something we encourage in all pupils, alongside a love of the planet we live on, the natural world around us and a passion for preserving it.



EMPATHY

The consideration of alternative perspectives is something we encourage in our pupils. It enables them to go out in the world with a desire to make positive change, through kindness, respect and understanding.



DIRECTION

We constantly support pupils to strive for ambition through a commitment and dedication to achieve personal goals that provide individual and personal direction, give purpose and drive motivation.

OUR STRATEGIC AIMS

At Clifton High School our strategy identifies six key areas that form the basis of our future:

- Pastoral Heart
- One School, One Team
- Beyond Academic Excellence
- Strong Community
- Secure and Successful
- An Environment to Thrive





Clifton High School

**THANK YOU FOR YOUR INTEREST IN
WORKING AT CLIFTON HIGH SCHOOL**