



Candidate Information Pack

Pastoral Support Worker (term-time only)

For September 2024

Closing Date: **Friday 24th May 2024 (9am)**

Interviews: **W/C 3rd June 2024**



Join one of the highest performing all-girls' schools in the North West

Thank you for your interest in the position of **Pastoral Support Worker** at The Queen's School. **This is a wonderful and exciting opportunity to work in a thriving school with ambitious plans.**



Comprised of The Queen's Sixth Form, Senior, and Lower School we are looking for a term-time only Pastoral Support Worker. The successful candidate will In collaboration with Heads of Year, provide support to meet the pastoral needs of pupils at The Queen's School. To act as a "front line" pastoral support leader, responding to pastoral issues as they arise and to ensure follow up support is implemented as necessary through liaison with families and school staff.

You will join a strong team of committed pastoral leaders who, in conjunction with teaching and support staff create a culture in which pupils can thrive.

A small school for girls, we are big and brave in attitude and ambitious in all we do which is why the school and the girls thrive. It is the amazing sense of community that flows through our School, right from Reception to Year 13 when pupils leave us ready and prepared to take on the world, that makes Queen's such a supportive, vibrant, and wonderful place to learn and work.

To learn more about what makes our school unique, I encourage you to take a look at our website, **www.thequeensschool.co.uk** where you will find a wealth of information about all we do.

We hope that having read this brochure you will be encouraged to apply.

Joanne Keville
Headmistress



JOB DESCRIPTION

KEY RESPONSIBILITIES

Pastoral

- Support, in liaison with Heads of Year and Key Stage, SENCo, Senior Staff and Tutors, students with personal, social, developmental and behavioural problems.
- Attend appropriate meetings to discuss options for levels of Pastoral support with parents, Heads of Year and Key Stage and Senior staff.
- Co-ordinate students support strategies with external agencies such as CAMHS, Young Carers, Social Services and School Nurse.
- Be the main on call person to respond to urgent issues requiring immediate support.
- Manage the usage of pastoral spaces.
- Support pupils with eating disorders and/or disordered eating with lunch time arrangements.
- Maintain accurate medical records for pupils.
- Monitor pupil attendance and, in liaison with form tutors and Heads of Year and Key Stage, support pupil attendance of those with EBSN.
- Keep regular and confidential records relating to students.
- With the heads of year and key stage, establish home/school links for students receiving Pastoral Support.
- Maintain regular contact with families/carers of students in need of extra support, to keep them informed of the student's needs and progress and to secure positive family support and involvement.
- To attend any relevant courses as per the pastoral strategy as determined by the Head of Pastoral.

“Support, in liaison with Heads of Year and Key Stage, SENCo, Senior Staff and Tutors, students with personal, social, developmental and behavioural problems.”



Attendance

- To oversee daily attendance for pupils and any issues arising.
- To enter registration details and contact parents in the case of non-notification of absence of a pupil.
- With the Pastoral Leadership Team, to support pupils to improve their attendance.
- To follow up on any registration problems with teaching staff.

Staff cover

- To administer the lesson cover system and produce daily staff cover lists.

Office administration

- To respond to telephone calls in a professional manner, ensuring that any calls are directed as necessary or dealt with in a timely manner.
- Providing administrative support for events.
- Send letters and emails to parents where relevant and where appropriate to send emails on behalf of staff.
- To contact parents with First Aid Reports in the event of a pupil needing first aid or medicines.
- To provide first aid and basic medical care for pupils who fall ill during the school day.
- To provide teachers with parent emergency contact details for school trips.
- To provide support and assistance to pupils with daily issues such as lost property, forgotten items and general concerns, as required.
- Supporting the Senior School Office with other tasks as might be reasonably expected such as covering for absence.

“To provide support and assistance to pupils with daily issues such as lost property, forgotten items and general concerns, as required.”

PERSON SPECIFICATION -

Pastoral Support Worker (term-time only)

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.

| | Essential These are qualities without which the Applicant could not be appointed | Desirable These are extra qualities which can be used to choose between applicants who meet all of the essential criteria |
|---|---|--|
| Qualifications | Evidence of sound level of general education, including GCSE English and Maths (A*-C) or equivalent (Level 2 Basic Skills Literacy/Numeracy). ICT skills sufficient to perform the role with regard to use of iSAMs, Microsoft Teams and associated software packages. | A qualification related to pastoral support such as ELSA training. First Aid at Work certificate. |
| Experience | Ability to deal sensitivity with vulnerable pupils and their families. Sound understanding of confidentiality issues. | Experience of working effectively with children and young people, and their families, in a learning environment. |
| Skills and personal competencies | Ability to remain patient and calm in challenging situations. Ability to work effectively within a team environment, understanding roles and responsibilities. Ability to build effective working relationships with all learners and colleagues and to perform and maintain appropriate professional relationships and boundaries with colleagues and students. Ability to promote a positive ethos and role model positive attributes. Professionally discreet and able to respect confidentiality. | Positive problem-solving attitude. To have a passion for “making a difference” and ensuring student life opportunities are enhanced. Emotional intelligence. Resilient. Firm, sensitive and effective approach towards student discipline. |
| Knowledge | Willing and able to keep up-to-date with legislation/guidelines/new/best techniques/as they change or study for/obtain/train for further skills and qualifications needed for the role. | Knowledge of Government legislation around safeguarding and child protection. Awareness of a range of current issues affecting young people and strategies to address them. |

BENEFITS

The successful candidate will be offered an attractive and competitive package reflecting the significance of this role. The package will include several other benefits including

- A strong sense of community
- Supportive colleagues
- A competitive salary
- Pension Scheme/
- Discounted school fees
- Subsidised meals and refreshments available
- On site parking if required



NOTES

- We hope that this brochure provides you with plenty of detail about the role and the School in general. If, however, you have any other specific questions you would like answered before deciding whether to make an application, please email the Human Resource Department at recruitment@thequeensschool.co.uk

APPLICATION PROCESS

Please read all the information provided before completing your application. All applications should be made electronically.

Key Dates:

- Closing date: **Friday 24th May 2024 (9am)**
- Interviews: **W/C 3rd June**
- Start date: **September 2024**

When completing your application, you should submit:

- The School's official application form - available to [DOWNLOAD HERE](#).
- Please note that applications will only be considered on the School's application form. • A letter of application, (no more than one side of A4) which should include your reasons for applying for the position. This becomes particularly crucial if your situation involves significant factors such as a notable change in pay, a shift in career, or relocation. Please address to the Human Resources Department and submit by 9am on **Friday 24th May 2024** by emailing: recruitment@thequeensschool.co.uk
- Please do not send testimonials, certificates, or examples of work etc.
- It is The Queen's School policy that feedback will not be given following application.



Guidance for the completion of the ‘Personal Statement’ section

This is an important section of the application as it gives you the opportunity to tell us specifically why you think you should be considered for the job, showing how well your skills, abilities and experience meet our requirements. You should give clear examples of impact rather than simply stating that you possess certain skills and abilities or simply outlining all your experiences whether relevant or not. It is also important that you use this section of the application form to outline how you would contribute to The Queen’s School co-curricular programme.

References

Shortlisted applicants are advised that **references will be taken up prior to interview.**

All offers of employment are subject to the receipt of a minimum of two satisfactory references. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked. Neither referee should be a relative or someone known to you solely as a friend.

Online Checks

In line with statutory requirements and KCSIE guidance, the School will undertake relevant checks on publicly available online and social media presences. Any concerns or issues arising from the checks will be discussed as part of the Safer Recruitment processes as appropriate.

Shortlisting and Interviews

If you are shortlisted, your visit will involve a brief session with our Human Resources Department, to undertake several checks we are required to carry out by the Department for Education (DfE). These include the requirement for a satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS); and checks to verify your identity, address, right to work in the UK (you will be asked to produce your passport and/or visa before commencing work), qualifications and overseas checks (if relevant). A list of valid identity documents will be sent to you in advance of your interview. Successful candidates will also be asked to confirm that they are medically fit to carry out the duties associated with this post.

During your visit with our Human Resources Department, if you have not done so already, you will be required to sign your application form to declare that the information you have given is accurate and true.

Please notify the School if you have any disability for which special arrangements need to be made for either the interview or if the position is offered.



All interviewees must bring original documents confirming qualifications and professional training, and three identification documents:

- at least two of the following: passport, driving licence photocard, birth or marriage certificate (evidencing change of name)
- and one document evidencing address: driving licence, council tax bill, or recent financial statement or utility bill dated within the last three months.

If you are unsuccessful, please be assured that photocopies of documents taken will be destroyed. Should you have any other questions relating to the post, please contact the School at recruitment@thequeensschool.co.uk

Conditional Offer of Appointment

At Queen's we are committed to safeguarding and promoting the welfare of children and young people. Any offer to a successful candidate will be conditional upon the following:

- Verification of identity;
- Verification of qualifications and professional status;
- Satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS);
- A check against the Barred List;
- A Prohibition from Teaching check;
- A Prohibition from Management check;
- Where the successful candidate has worked or been resident overseas for three months or more in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance;
- Verification of the right to work in the UK;
- Receipt of at least two satisfactory references;
- A check for gaps in your employment history;
- Verification of medical fitness - completion of a pre-employment medical declaration;
- Satisfactory completion of the probationary period.

It is the School's policy to employ the best qualified team and to provide equal opportunity for the advancement of our team, including promotion and training, and not to discriminate against any person because of their race, colour, national or ethnic origin, sex, sexual orientation, marital or civil partnership status, religion or religious belief, disability or age



THE QUEEN'S SCHOOL

We are a progressive school, small enough to get to know every pupil, yet big enough to provide a wealth of opportunities well beyond the classroom for every pupil who passes through our doors.

As Cheshire's leading independent girls' school, we are proud of our excellent academic results, careers provision, pastoral care, and abundance of co-curricular activities to suit all pupils. The ISI inspection (2022) - [READ HERE](#) - awarded Queen's the top grade of '**excellent**' in all areas. But we are much more than the grades, accolades, and rating. We are a family and community that cares deeply for everyone.

An academically selective day school for girls aged 4-18, we provide an ambitious, supportive learning environment with limitless opportunities for exploration and intellectual challenge. This is reflected in our three pillars: **Think Independently**, **Aspire Globally**, and **Collaborate Confidently** which underpin all we do as a school. The excellent relationships between pupils, staff, and parents and between the pupils themselves, are a hallmark of the School as is the passion for learning and the focus on the needs of the individual.

Our aim is to empower the girls of today to make a difference as the women of tomorrow, hence our strap line of '**Igniting Her Potential**'. But this is so much more than a strapline; it is a promise we make and fulfil to every pupil who joins our community.

At Queen's we believe in:

- A promotion of self-belief, kindness, independent thinking, collaboration, and emotional intelligence.
- A drive to offer opportunities to develop talents within a culture of excellence and ambition.
- A focus on developing links between the Lower School and Senior School.
- The benefits to girls of single-sex education.

"A **wonderfully empowering environment** in which girls flourish academically but also personally, with **bountiful opportunities** on offer to pursue extracurricular passions and interests of every variety."

THE
GOOD
SCHOOLS
GUIDE

“Parents know that we place the **wellbeing of our pupils at our core** of Queen’s and fundamental to their daughter’s all-round development and success.”



AWARDS

Successes, accolades, nominations, and awards have been many. Below are some of our most recent ones which highlight why we are proud of who we are and what we offer:

- **‘Excellent’ in all aspects of the inspection** - Independent Schools Inspectorate (ISI) March 2022
- **Best Independent Girls’ School** – North West England in 2023 and 2022 - Education and Training Awards
- **Gold Award Green School** - The Woodland Trust in 2023 (acknowledgment of our eco commitment)
- **Most Supportive Independent School** – North West England in 2022 - Lux Life Private Education Awards
- **Gold Standard Careers Provision** – awarded in 2022 – from the Quality in Careers Standard
- **Global Education Excellence Award** – awarded by EF Education

PASTORAL CARE - SCHOOL AND FAMILY TOGETHER

As a school we truly believe in the positive power a strong relationship with parents and our families can bring. Parents know that we place the wellbeing of our pupils at our core of Queen’s and fundamental to their daughter’s all-round development and success. That is why our pupils are confident that their voice will be always heard, and that great interest is always being taken in their learning and their welfare.

SEND PROVISION

Queen’s encourages pupils to **embrace their differences**, to be self-aware enough to know how best they learn, and to never see a disability or a special educational need as a reason to not try something.

All staff are trained in SEND issues and the appropriate referral pathway, with the School employing a fully trained SEND specialist teacher, who deals with a wide range of issues, allowing every pupil to achieve their full potential.

ADMISSIONS & BURSARIES

While Queen’s is an academically selective school that welcomes pupils from a variety of backgrounds, it is potential to make the most out of what a Queen’s education affords that matters most. We offer a bespoke, personalised admissions journey and accept pupils throughout the year, subject to places being available.



PARENTS AND PARTNERSHIPS

We have a wonderfully supportive and active Queen's School Parents' Association (QSPA) who organise a range of social and fundraising events throughout the year, with parents automatically becoming members when their daughters join the School.

At Queen's we are also proud of our long association with the local community, Chester Cathedral, and local universities. The sharing of local facilities is highly valued, and we are keen to maintain and strengthen links with local schools, businesses and charities and attach great importance to delivering on its public benefit commitments.

GOVERNANCE AND LEADERSHIP

The Governors are responsible for the general educational character and aims of the School and for creating and reviewing the Governing Body's Strategic Plan. They also set the fees, oversee the finances, disciplinary and ethical matters, make senior appointments and decisions on major building projects.

There are link arrangements between governors and departments and most governors are assigned to between one and three departments.

The Senior Leadership Team (SLT) consists of the Headmistress, Director of Finance and Operations, Head of Lower School, Deputy Head (Academic), Head of Teaching and Learning, Head of Pastoral Care, Head of Sixth Form and Director of External Relations.

LOCATION AND CAMPUS

A vibrant city with charm and packed full of things to do, Chester is a unique place to live and to work. Set within the glorious City Walls, access to the School could not be easier. Ideally placed in the North West of England, it is less than an hour from Manchester and Liverpool, just a two-hour direct train journey to London and close to both beautiful countryside and the coast of North Wales.