JOB DESCRIPTION			
JOB TITLE	First Aid & Student Pastoral Support Manager	**SALARY**	£31,537 - £36,363 FTE (Actual Salary £27,944 - £32,499pa)
RESPONSIBLE TO	Assistant Headteacher	**LOCATION**	The Bicester School
DIRECT REPORTS	None	**HOURS**	37 hours per week Term Time Only Plus INSET Days. 08:00 – 16:00 Mon – Thu, 8.00 – 3.30 Friday
WORK IN PARTNERSHIP WITH:	Lead First Aider, PSMs, reception	**LAST REVIEWED**	September 2026
Signatures (employee and line manager)			

JOB PURPOSE

To provide pastoral support to students, helping to remove barriers to learning and promote positive behaviour, attendance and wellbeing.

To provide first aid and medical support to students, staff and visitors, ensuring that medical records, healthcare plans and medication procedures are maintained in accordance with school requirements.

To provide administrative support associated with student welfare, pastoral interventions and medical provision.

To support Reception and front of house functions as required, including end of day reception cover.

MAIN DUTIES AND RESPONSIBILITIES

First Aid primary response Monday and Friday

- Provide immediate first aid treatment for students, staff and visitors in accordance with school policies and procedures.
- Assess injuries and illnesses and determine appropriate action, including contacting parents/carers or emergency services where necessary.
- Maintain first aid supplies and ensure equipment is regularly checked and replenished.

- Safely administer prescribed and approved medications in line with school policy and parental consent requirements.
- Maintain secure storage of medications.
- Monitor and record medication administration accurately and confidentially.
- Complete accurate records of all accidents, injuries, illnesses and treatments provided.
- Maintain and update medical records and individual healthcare plans where required.
- Ensure statutory accident reporting procedures are followed and support the completion of relevant documentation.
- Liaise with parents/carers, healthcare professionals and staff regarding student medical needs.
- Support the administration of pupil healthcare plans and medical risk assessments.
- Monitor First Aid Incidents and identify trends or concerns requiring further intervention.

Pastoral Support Manager Monday to Friday

- Identify strategies to help overcome individual pupils' barriers to learning
- Support students into lessons
- Provide on-call and pastoral support to students struggling to access lessons
- Co-ordinate the development of pupils' individual support plans and review ongoing progress towards set goals
- Manage the transition of new pupils arriving or existing pupils returning to school, putting the necessary support in place to overcome any barriers to learning
- Promote high standards of behaviour and consistently implement the school's behaviour policy
- Liaise with teaching staff to support monitoring activities on individual pupils' behaviour
- Work with the SENCO to identify pupils in need of additional support and to develop individual support plans
- Act as a point of contact for parents/carers in relation to pastoral and behavioural issues, involving relevant staff members as necessary
- Assist parents/carers with any information they need to support their child

Administration Support

- Maintain accurate student welfare, behaviour and medical records
- Update and maintain healthcare plans, medical documentation and pastoral records
- Prepare correspondence and communications to parents and carers
- Arrange meetings and appointments relating to student welfare and support plans.
- Maintain confidential records in accordance with data protection requirements
- Support Reception and front of house functions as required, including end of day reception cover.

GROUP/ EMPLOYEE RESPONSIBILITIES

- To always work and act in accordance with the Trust's Vision, Values and Strategic Plan
- To demonstrate professional behaviours and Attributes
- To be responsible for ensuring that the activities under your control are conducted in accordance with the safeguarding and health and safety requirements of Activate Learning Education Trust's policies and procedures
- To safeguard the welfare of children, young persons and other vulnerable people for whom you come into contact with, ensuring a learning environment where students feel safe and supported, and British values are celebrated
- To be accountable for own safety and that of colleagues/ visitors to the workplace
- To work in a flexible manner and be willing to undertake other duties as reasonably requested

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the UTC and the professional development of the staff.
- This job description may be reviewed at any time in consultation with the post holder.

QUALIFICATIONS & EXPERIENCE		TECHNICAL COMPETENCIES /KNOWLEDGE/SKILLS		BEHAVIOURAL SKILLS/PERSONAL ATTRIBUTES Equality and Diversity	
Essential	**Desirable**	**Essential**	**Desirable**	**Essential**	Desirable
• First Aid at Work qualification (or willingness to undertake training). • Experience working in a school environment or other educational setting • Experience working with children / young people • Experience working with colleagues and external stakeholders (e.g. from external agencies)	• Safeguarding Training • Mental Health First Aid Qualification • Experience of maintaining student records and working with school MIS systems.	• Able to use IT systems Microsoft Office • Strong organisational and administrative skills.	• Able to use IT systems and to conduct analysis and produce reports	• Patient and calm • Wants to provide the best possible opportunities for all pupils • Organised, good time management, proactive and self-motivated • Upholds and promotes the ethos and values of the school • Able to work under pressure and prioritise effectively • Maintains confidentiality at all times • Committed to safeguarding, equality, diversity and inclusion	

ACTIVATE LEARNING

ATTRIBUTES

PROFESSIONAL

Employees work together collaboratively, building positive relationships to achieve great results, whilst communicating confidently and sensitively using appropriate technology, and always acting as an ambassador for their Department, Faculty, Team and the wider Activate Learning Group.

AWARE

Employees recognise and understand emotions in themselves and others and are able to use this awareness to manage and adjust their behaviour and relationships.

RESILIENT

Employees have the ability to sustain their energy levels under pressure, to cope and adjust to change and react positively and proactively to new ideas and ways of doing things, viewing change as a positive opportunity.

CONFIDENT

Employees are positive in their approach, understand the needs and aspirations of their learners, colleagues and customers and feel assured within the principles of the Learning Philosophy to motivate and influence themselves to succeed, articulating how their contribution makes a difference.

ENTERPRISING

Employees approach problems and challenges positively, demonstration a desire to deliver new ideas and offer fresh insights, whilst continuously learning and improving to make a positive contribution to their Department, Faculty, Team and the business as a whole.

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This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability, and the employees of the Trust need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

Diversity Statement
Activate Learning Education Trust recognises and values the enriching contribution that people from a wide range of backgrounds and experiences bring to the life and development of the Trust. We are committed to providing an education service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination in accordance with the Equality Act 2010. This includes, but is not limited to, age, disability, sex, gender reassignment, pregnancy and maternity, ethnicity, religion or belief, sexual orientation, marriage and civil partnership.

Health and Safety Statement
All employees have a responsibility to promote and maintain a safe and healthy working environment, by taking reasonable care of their own health and safety at work and the well-being of colleagues and students. Line managers have specific responsibility for the health and safety of the team for which they have general management responsibility.

Safeguarding Statement
Activate Learning Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Safeguarding is a responsibility for all staff and applies at all times. Safer recruitment checks will be undertaken in accordance with statutory guidance.

April 2026.