

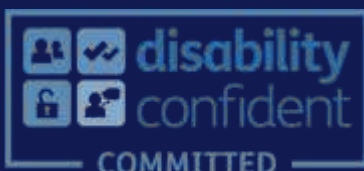


Applicant Information Pack

Relationship Support Officer



'Every Individual is in a great school'



Letter from the CEO

Dear Applicant

Thank you for your interest in this role. I am delighted you are considering The 3-18 Education Trust.

We are seeking to appoint an organised and proactive Relationship Support Officer with a successful track record of effective practice and delivering high quality levels of service. With an expected growth in the size of the Trust over the next few years, this is an exciting new role. The Trust central team prides itself on a high-quality support operation for our schools, to ensure that all young people in our Trust are given the best possible education.

The 3-18 Education Trust is a multi-academy trust with students aged from 3-18 and which works collaboratively to provide interesting and exciting opportunities for staff to share ideas, resources and expertise, for the benefit of the students. Our Schools serve their communities of small villages and the larger towns throughout Shropshire.

Our Trust has a philosophy that ensures that each school within the Trust has its own Head and Local Governing Body and can maintain its own ethos and independence whilst enjoying support and additional capacity where required from the Trust. The Trust is absolutely committed to ensuring that each of its constituent schools retains its unique identity, whilst the combined experience and expertise available provide a dynamic synergy. Our school within our Trust is an excellent place to develop your career.

This recruitment pack contains details about our Multi Academy Trust, the commitment to our staff and students and information about each of our unique schools. Please explore our website and read the additional materials included in this pack to find out more.

If you decide that you have the energy, enthusiasm and experience to enhance our culture and make a difference, then we look forward to your application. If you would like to arrange a visit or an informal discussion then please contact our Team via email toni.ferrans@wbs.318education.co.uk

We look forward to hearing from you.

Yours faithfully



David O'Toole
Chief Executive

Headteacher letter to Applicants

Dear Applicant

Thank you for the interest you have shown in our school. I am delighted you are considering joining William Brookes School and as the Headteacher I am proud to welcome you to our vibrant and successful school.

William Brookes is unique in that it is the only Coubertin school in Great Britain and is a place where Olympian values infuse every aspect of school life. Students gain good academic outcomes, but education is not just about the academic mind; it is also about the heart, and so students at William Brookes are exposed to a broad range of enrichment activities; especially through the Arts and in Sport.

Please explore our [website](#) and read the additional materials included in this pack to find out more about us. The Job Description & Person Specification give you full information about this post. I hope that you are inspired by what our school has to offer.

If you decide that you have the energy, enthusiasm and experience to enhance our culture and make a difference, then we look forward to your application. If you would like to arrange a visit or have an informal discussion then please contact the Headteacher's PA MS Toni Ferrans via email at toni.ferrans@wbs.318education.co.uk

We look forward to hearing from you.



Ruth Shaw
Headteacher

About our Trust



The 3-18 Education Trust is currently made up of ten schools and derives its name from the age range of the pupils and students who attend those schools. We have an inclusive ethos, defined by age and we recognise that education is a continuous process, secured through consistent values and a strong transition (through the key stages).

Our Vision:

To ensure every individual is in a great school.

Our Mission:

To celebrate the diverse nature, culture and identity of our individual schools, whilst enjoying the benefit of the team, so that each school is reciprocal in their support for one another and achieves together.

Our Values:

- **Accomplished:** to provide high quality education and training for all
- **Resilient:** to be solution focused and able to intelligently manage challenges
- **Compassionate:** to show care and understanding towards others

Not only do we pursue the important dimension of achieving the best results for each student regardless of their starting point, but we also believe strongly that education is about developing well-rounded individuals who are ready, willing and able to make their contribution to society.

Please take a look at our [Trust website](https://www.3-18education.co.uk) (<https://www.3-18education.co.uk>) for more details on what we offer. For information about each of our schools, please read on or click on the below links.



The 3-18 Trust: What We Offer

Hours & Working Weeks

Work-life balance is important in our Trust.

Having the ability to organise your working hours in a way that suits you, whilst not compromising your hours and standard of work, alongside meeting the requirements of the post and the needs of the Trust can help to achieve this work-life balance. It may be to avoid a busy commute or to allow time to work around childcare or caring for dependents. We will be looking for core-working hours, which will be agreed with the successful applicant and other hours are to be worked around other commitments.

We also support home-working and this will be discussed at interview.

You must exhibit a high level of self-motivation and self-discipline and be able to manage your own time effectively for this to be successful.

In addition to a comprehensive induction and a commitment to your ongoing training and career progression, we also offer:

✓ **Unbeatable Pension Scheme**

Thinking about your future? We are too and it's never too early. We'll automatically enrol you onto the relevant pension scheme – we will pay a whopping 28.68% into your Teachers Pension scheme or 19% if you are a member of our amazing support staff through the local government pension scheme – you'll find it hard to beat that.

✓ **Holiday**

Whilst holiday allowances vary across the roles, we offer no less than 27 days plus bank holidays– and to top it off, your holiday entitlement grows as your career does – as after five years' service you'll be awarded five extra days. Plus, we run a special leave policy making allowances for paid time off for those unplanned life events or family milestones that we just wouldn't expect you to miss.

✓ **Saving Scheme**

Saving for those rainy days has never been easier than with our salary savings scheme where you can have your savings taken directly from your salary into an accredited savings scheme.

✓ **Support for you and your family**

We understand that becoming a parent, growing your family or looking after those who mean the most to you, can be life changing. That's why we're proud to provide policies that fit around your family, whenever you might need it.

✓ **Your wellbeing**

It's a top priority for us, and that's why we look after your physical wellbeing with free eye tests, flu vaccinations, and an outstanding occupational health service. We also look after your mental wellbeing too, with our employee assistance programme, providing legal, financial, health, parenting and life advice with 24 hour access for you and your family

members. We also provide access to independent counselling specialists to beat those long waiting lists and ensure you have access to the right support at the right time.

✓ **Online GP Service**

Struggling to get an appointment with your local GP, we've got you covered. As an employee at The 3-18 Education Trust you will have 24 hour access to a GP appointment, these usually take place within 2 days at a time to suit you, prescriptions provided when required to be collected at your local pharmacy. This service is also open to your dependants.

✓ **We've always got you covered**

If the unexpected happens – for example, you can't work because of illness or you're in an accident – we've got you covered with excellent sick pay benefits. Plus, in the event of death in service, we'll pay up to three times your salary. All these give you financial protection and take away any worries – all at no cost to you.

✓ **Cycle to work scheme**

Choose a brand-new bike and accessories and save on tax and National Insurance. Select a bike worth up to £3,000 and spread the cost over 12 months, interest free.

✓ **Home and Electronics Scheme**

The latest Xbox on the birthday list? Washing machine broken down at just the wrong time of year? We have you covered with our newest salary sacrifice scheme, open all year round and open to all staff, spreading the payments for those expensive items over 12 months.

✓ **Awards for long service**

We owe so much to our long-serving colleagues. That's why we're all about rewarding their continuous service and celebrating their key milestones. Just the way it should be.

✓ **Career Progression**

From bitesize learning right through to professional qualifications. With our trust wide dedicated CPD leads, we believe every colleague should have the chance to progress – personally, professionally and as far as possible.

✓ **Additional Perks**

Many of our sites have access to freshly made hot meals at a discounted rate, free carparking, gyms and swimming pools all open to members of staff at greatly reduced rates or free.

Job Description: Relationship Support Officer



| | |
|----------------------------|--|
| Title of Post | Relationship Support Officer |
| Grade and SCP | Grade 6, SCP 8 -11 |
| Hours/Working Weeks | 37 hours per week, term-time only plus two PD days |
| Post Status | Permanent |
| Accountable to | Behaviour Manager and Assistant Headteacher, Behaviour & Culture |

Main Purpose

The Relationship Support Officer plays a vital role in maintaining a calm, safe and purposeful learning environment across the school. The postholder responds to on call requests, supports staff with behaviour incidents, and supervises students who have been removed from lessons. They also ensure that internal truancy is swiftly addressed, by engaging directly with families.

Duties & Responsibilities

On-Call Response and Student Collection

- Respond promptly to on call alerts from teaching staff using the Arbor system;
- Collect students from classrooms who need to be transferred to the Removal Room;
- Use relational approaches to de-escalate situations when collecting pupils

Supervision in the Removal Room

- Supervise students placed in the Removal Room, ensuring expectations are clear and consistently upheld;
- Promote a supportive, purposeful, reflective environment that encourages students to regulate their behaviour

Student Support

- Provide on-the-spot emotional or practical support for students during the school day;
- Chaperone students to the toilet or other supervised internal locations where required;
- Support reintegration back into lessons when appropriate

Internal Truancy Management

- Monitor lesson transitions and communal areas to identify internal truancy;
- Investigate and respond to reports of students out of lesson without permission;
- Escort internal truants back to lessons or to the appropriate member of staff;
- Keep clear, timely records of truancy incidents and actions taken

Communication and Record-Keeping

- Maintain accurate behaviour logs on Arbor and CPOMs;
- Communicate with pastoral teams, teaching staff, and SLT as needed;
- Contribute to behaviour reviews, parent meetings, and restorative processes where necessary;
- Produce a weekly report that summarises On Call/ Removal Room patterns

Wider Duties

- Support whole-school behaviour systems and routines;
- Assist with break, lunch and after school duties;
- Cover morning and afternoon Registration sessions;
- Support the Pastoral Support Officer team in collecting students who should be in the Reintegration Room;
- Make calls home for students who need to be collected;
- Provide additional cover or supervision around the school site (e.g., corridors, social spaces) as directed;
- Participate in relevant training on behaviour, safeguarding, and de-escalation;

Professional development

- Help keep knowledge and understanding relevant and up-to-date by reflecting on your own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness;
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school

Other Responsibilities

- Responsibility for safeguarding and promoting the welfare of children;
- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person;
- Be aware of and comply with all school policies and procedures;
- Be aware of and support difference and ensure equal opportunities for all;
- Contribute to the overall ethos and aims of the school and Trust;
- Appreciate and support the role of other professionals;
- Attend and participate in relevant meetings, training and learning activities as required

The postholder may be required to carry out any other duties that are commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

This job description is subject to review, in negotiation with the post holder at any time. However, an annual review of this job description and allocation of responsibilities will take place as part of agreed performance management arrangements.

Signed _____ Date _____

Headteacher

Signed _____ Date _____

Name _____

Postholder



Person Specification – Relationship Support Officer



| | Essential | Desirable |
|-------------------------------------|--|--|
| Qualifications | <ul style="list-style-type: none"> • Good standard level of education • 5 GCSE's or equivalent, including English and Maths | <ul style="list-style-type: none"> • First Aid qualification or willingness to work towards |
| Work or Relevant Experience: | <ul style="list-style-type: none"> • Ability to remain calm and professional under pressure • Working in an environment where experiences include taking initiative and self-motivation • Working as a member of a team • Experience of working with young people, ideally in a secondary setting • Confidence in managing challenging behaviour with consistency and empathy | <ul style="list-style-type: none"> • Experience of working within an educational setting |
| Skills/Knowledge | <ul style="list-style-type: none"> • Willingness to participate in training and development opportunities • Excellent ICT skills • Excellent organisational skills • Strong interpersonal and communication skills • Ability to manage time effectively • Understanding of data protection • Ability to maintain accurate records | |

| | | |
|----------------------------|---|--|
| Personal Attributes | <ul style="list-style-type: none">• Excellent communication skills• Ability to relate well to children and adults• Ability to work well as part of a team• Flexibility and reliability• Ability to bring to the role, initiative, enthusiasm and commitment• Ability to maintain confidential information• Ability to communicate effectively both verbally and in writing to a diverse range of people | |
| Special Conditions | <ul style="list-style-type: none">• Sufficiently fluent in spoken English to ensure effective performance in the role• Able to work at times to meet the needs of the service• Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check• Understanding the importance of safeguarding and promoting the welfare of children. | |

Application & Appointment Process

An application form is available to download from the school's [website](#) on the Vacancies page.

Please complete and return your application form as soon as possible, clearly noting all the experience, skills and personal qualities that you can offer which are relevant to this post.

The deadline for applications is

9am on Tuesday 14th April

Interviews will be held on Thursday 16th April

Please send completed applications via email to toni.ferrans@wbs.318education.co.uk. Interviews will be offered to those applicants who best demonstrate how skills, abilities and experience match the person specification, taking into consideration the job description.

Please note:

- It is essential that all elements of the application form are completed in full.
- We do not accept CV's in support of an application.
- Appointments will be subject to clearance in respect of medical fitness, satisfactory references, right to work in the UK and criminal disclosure.
- This post is exempt from the Rehabilitation of Offenders act 1974 and as such the applicant who is appointed to this post will be subject to an Enhanced Disclosure before the appointment is confirmed. This check will include details of cautions, reprimands or warnings, as well as convictions and non-conviction information. Once appointed, the successful applicant may also be required to apply for an Enhanced Disclosure at intervals during the course of their employment whilst in this post.

If invited for interview, **you are required to bring evidence of your qualifications and appropriate documents to initiate the DBS application process** should you be the successful candidate

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

The 3-18 Education Trust is committed to safeguarding and promoting the welfare of children and young people, as such this post requires acknowledgement and understanding of safeguarding and child protection policies. Policies can be found on the trust website.

In line with KCSiE, the Trust may carry out an online search on all shortlisted candidates as part of our safer recruitment process.