

Job Description: Business Support - Pastoral and Exclusions Officer

Reports to:	Assistant Principal- Student Wellbeing
Start date:	September 2025
Location:	Ark Evelyn Grace Academy
Contract:	Permanent- All year around (26 days annual leave)
Hours:	08:00am-16:00pm
Salary	Ark Support: Grade 5 (£28,977- £32,634)

As our Pastoral and Exclusions Officer you will play a critical role in ensuring that the Leadership Team and Pastoral team are able to effectively operate and meet the pastoral needs of students more efficiently.

You will work across the academy as required, providing excellent administrative and customer services to a variety of stakeholders, establishing and maintaining efficient administrative systems and processes to support the effective running of pastoral systems and processes. You will work with other members of the administrative team to uphold the vision and ethos of the school at all times, representing the academy in a welcoming, personable, helpful, and professional manner.

Pastoral and Exclusions Officer is responsible for supporting the well-being, emotional health, and academic success of students. The officer works closely with leaders, teachers, support staff, and parents to create a safe and supportive environment that promotes positive relationships, emotional resilience, and academic achievement. The role requires a compassionate, approachable, and proactive individual who is committed to ensuring students' holistic development.

The role requires someone who is organised, able to multitask, work flexibly and have a 'can do' approach. The role will also involve supporting with reception duties, attendance calls and general day-to-day admin support to the wider academy.

Key Responsibilities

Pastoral

- Oversee the collation and processing of all exclusions and suspensions across the academy
- Support with daily attendance, ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school.
- Organisation of Academic Review Day, including parent non-attendance follow up.
- Support with planning new student induction into the academy and the Summer School week
- Liaise with various stakeholders on behalf of the senior leadership team, including, local authority, Ark network, staff, and students.
- Organise and assist with various meetings, visits, and events, including liaising with various internal and external stakeholders, booking rooms, providing refreshments, preparation of materials and resources, communications, minute taking etc.
- Produce and/or design a wide range of communications and materials in line with our brand guidelines and house style
- Efficiently manage filing and databases, ensuring full compliance with GDPR and in line with our Data Retention Policy.
- Adopt a business-like office environment, ensuring clear desk policy and excellent customer service is provided.

- Work with students who are struggling to meet academic or behavioral expectations, developing personalised action plans.
- Communicate effectively with parents about student progress, concerns, and potential interventions.
- Organise meetings with parents on behalf of the leadership/pastoral team to discuss specific pastoral/attendance concerns or to provide updates on student development.
- Contribute to the development and delivery of pastoral programs and assemblies focused on emotional health, well-being, and personal growth.
- Lead or support extracurricular activities that promote teamwork, social skills, and student engagement.
- Maintain accurate and confidential records of student support and interventions.
- Provide regular updates to senior staff regarding student well-being, behavior, and attendance.
- Respond to urgent situations involving student well-being or behavior.
- Provide immediate support and liaise with appropriate school authorities, parents, and external agencies when required.

Admin

- Provide an outstanding and professional front of house service with a warm welcome and greeting to all students, staff, and visitors, ensuring due diligence to safeguarding and Health & Safety and in line with academy protocol
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters, reprographics
- Support with inputting and exporting data and ensure integrity within Bromcom and other systems including attendance, reporting, analysis, updating of student details etc.
- Be one of the academy first aiders, assisting with student welfare and first aid and ensuring accurate and prompt records and reporting, paying due diligence to Health & Safety and academy protocol

Other duties

- To carry out other reasonable tasks as directed by the Principal and Senior Leadership Team
- Undertake various duties, e.g. playground duties, first aid, cashless till operation, fire marshal.
- Be willing to undertake appropriate training in line with contractual duties.
- Attend and support out-of-hour academy events e.g. summer fair, parents' evenings, open morning and evenings, admin evening, academy performances, competitions, summer school, results days etc and be flexible in regard to working hours.

Role review

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. These responsibilities will be discussed annually as part of the postholder's annual performance review and are subject to change. However, it may be altered at any time subject to need in consultation with the post holder subject to the principal's approval.

Person Specification: Pastoral and Admin Officer

Qualifications

- NVQL3 or equivalent desirable
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the potential of every pupil
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background
- Operates with a spirit of flexibility and optimism
- Helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Solution focused with a can-do attitude

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).