**Community Support Officer**

**JOB DESCRIPTION**

**Role Purpose:**

**The purpose of this role is to support our diverse student body and promote integration and inclusion both inside the academy and within our community. The postholder will be responsible for creating and maintaining lasting relationships with our community and ensuring the integration of the academy and our students within it.**

**Key Accountabilities:**

Reporting to SLT the postholder will be responsible for:

* Forging strong and meaningful links between the academy and our stakeholders
* Generating new, exciting ideas and opportunities to integrate Parkwood and its students into the community and to support community initiatives
* Support community events and activities and ensure Parkwood is represented and visible within the community
* Plan and support academy events which celebrate our diverse student body in accordance with awareness/celebration days
* Become a key figure within our academy, building strong relationships with our students and parents and ensuring they are engaging in school life
* Provide bespoke support to our students, including some classroom support to promote inclusivity, wellbeing and a sense of belonging.
* Support in the provision of extra curricular activities before and after school and during lunchtimes.
* Work alongside our Diversity Lead to generate ideas to celebrate our diverse student body and raise awareness of diversity within the academy.
* Work alongside our Transition team to develop and maintain relationships with our feeder primary schools, their pupils and their parents
* Promote correct behaviour on corridors during lesson change over time and at all others times whilst students are in uniform
* To assist, where required, in the supervision of students during breaks and lunchtimes (within contracted hours) encouraging safe, positive and social behaviour
* Fully support and, at all times, uphold the policies ad positive ethos of Parkwood E-ACT Academy
* To undertake any other duties and responsibilities as appropriate to the role and grade, as requested.

Culture

* Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT’s policies and procedures, reporting all concerns to an appropriate person.
* Responsible for working in accordance with E-ACT’s policy relating to the promotion of Equality, Diversity and Inclusivity
* To undertake any other duties appropriate to the grade of the post as requested by your Line Manager
* E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

**PERSON SPECIFICATION**

Whether you’re a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

* We want everyone to ***think big*** for yourselves and for the world around you;
* We want everyone to ***do the right thing*** in everything you do, even when this means doing something that’s hard, not popular or takes a lot of time;
* We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

**OUR VALUES**

|  |  |
| --- | --- |
| **Thinking Big** | * Show energy, enthusiasm and passion for what you do
* Demand the highest quality in all that you do, and in the work of your team
* Willing to champion new ideas and think beyond the status quo
* Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better
* Be open to new ideas and change where it will have a positive impact on the organisation
* Show a willingness to embrace different ideas and ways of thinking to improve E-ACT
* Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work
* Commitment to self-development, and developing your wider Team
* Ability to self-reflect on yourself, your performance, and to think about how this could be improved further
* Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence
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| **Doing the Right Thing** | * Have integrity and honesty in all that you do
* Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work
* Take responsibility and ownership for your area of work
* Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils
* Be transparent and open
* Be resilient and trustworthy
* Stand firm and stay true to our mission
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| **Showing Team Spirit** | * Understand how you can have a greater impact as a team than you can as an individual
* Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission
* Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level
* Recognise and celebrate the success and achievements, no matter how small, of your colleagues
* Be generous with sharing your knowledge to help to develop others
* Understand and be willing to receive suggestions and input on your area of work from others
* Support your colleagues, even when this means staying a little later, or re-prioritising some of your work
* Be aware of other peoples’ needs and show an ability to offer genuine support
* Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams
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**KNOWLEDGE, EXPERIENCE & SKILLS**

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| --- | --- |
| **Requirement** | **Assessed at** |
| **E –** Essential | **A –** Application Stage |
| **D –** Desirable | **I –** Interview Stage |
|  | **P –** During the probationary period |

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| --- | --- | --- | --- | --- | --- | --- |
|  |  | **E** | **D** | **A** | **I** | **P** |
| **Organisational Fit** | Thinking Big | X |  | X | X | X |
| Doing the Right Thing | X |  | X | X | X |
| Showing Team Spirit | X |  | X | X | X |
| **Knowledge** |  | X |  | X | X |  |
|  | X |  | X | X |  |
|  | X |  | X | X |  |
|  | X |  | X | X |  |
|  | X |  | X | X | X |
|  | X |  | X | X | X |
|  | X |  | X | X | X |
| **Experience** |  | X |  | X | X | X |
|  | X |  | X | X | X |
|  | X |  | X | X | X |
|  |  | X | X | X | X |
| **Skills** | Ability to plan, organise and prioritise work in order to meet deadlines.  | X |  | X | X | X |
| Ability to speak additional languages |  | X | X | X | X |
| Knowledge of safeguarding and child protection issues.  | X |  | X | X | X |
| Thorough understanding of and commitment to equality of opportunity  | X |  | X | X | X |
| Able to demonstrate resilience, and willing to face new challenges with enthusiasm and positivity.   | X |  | X | X | X |
| Ability to promote a positive academy ethos.  | X |  | X | X | X |
| Ability to support staff and students in maintaining high standards | X |  | X | X | X |
| Ability to form good working relationships with all staff | X |  | X | X | X |
| Ability to encourage students in developing self esteem and respect for others | X |  | X | X | X |