



Higham Lane School

Work Hard | Be Kind | Take Responsibility

Student Support Officer

Full-time (37 hours per week, term time only)

Salary: Scale **£21,015 - £21,823** (dependent on service and experience).

Start date: ASAP



Welcome from the Headteacher



Dear Applicant,

Thank you for taking the time to consider Higham Lane School working as a Student Support Officer. Higham Lane School is a 11-18 comprehensive academy with around 1,500 students, set on an attractive site on the Warwickshire-Leicestershire border, easily accessible through excellent road, train and bus connections.

We are very proud to have been rated as Outstanding by Ofsted in our last Ofsted inspection in May 2025, one of only a small number of schools in England to have achieved the highest rating that year. Achievement is represented in all of its forms: artistic, academic, social, cultural, sporting and intellectual is equally valued in our diverse five-year, knowledge-rich curriculum. We are strongly committed to ensuring that all of the young people in our care make excellent academic progress and we take great pride in securing both impressive progress and high attainment for our students, whatever their starting points. Higham Lane School is one of the highest-achieving non-selective comprehensive schools in Warwickshire with an Achievement 8 score of 53.98 in 2024, which is well-above national average. Our most recent Progress 8 figure of +0.6 demonstrates that our teaching and learning and student behaviour and engagement are excellent, and students excel at Higham Lane School. The School has been granted World Class Schools status, one of a very small number of schools to achieve this kitemark.

We are also delighted to have achieved equally as impressive A level results in our Sixth Form with 28.3% A*-A and 58.5% A*-B, an average grade of B- and a Value-Added score of +0.26, making Higham Lane School one of the top performing Sixth Forms in Warwickshire. We are proud to be part of Central England Academy Trust.

Our school has a strong ethos based on mutual respect between students and staff and very clear expectations regarding students' effort and behaviour. We enjoy an excellent reputation with parents/carers and are always over-subscribed. You will find a happy, caring and purposeful environment at Higham Lane School. Students get on exceptionally well, both with each other and with our staff, who take pride in working here. Our students are encouraged to do their very best in every aspect of their lives and to reach the highest standards, irrespective of their ability. We encourage them to "Be the best you can be", by working hard, being kind and taking responsibility.

At Higham Lane School, our staff are our most precious resource. We are committed to offering you:

- excellent continuous professional development
- reduced workload
- behaviour for learning that empowers teachers to teach and students to learn
- a range of imaginative approaches to ensure staff wellbeing
- Opportunities to work across the MAT in a successful and growing trust

The closing date for applications is **9.00am, Monday 3rd November 2025**. If you are interested in applying for this post, please click on this link <https://centralenglandacademytrust.facebook.co.uk/vacancies> and select the Student Support Officer position. Alternatively, please visit our school website (www.highamlaneschool.co.uk) and click on 'Job Vacancies'.

If you would like to have a discussion about this post or arrange an informal visit to see our school, please contact Adam Williams, Deputy Headteacher or Sharon Clarke, Office Manager, on 024 7638 8123.

Higham Lane School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful applicants will be subject to an enhanced DBS check and will also be taken through the school's vetting procedure.

We really look forward to reading your application!

Yours faithfully,



Michael Gannon
Headteacher



“ Be the best you can be! ”

Welcome from the CEO of Central England Academy Trust



Thank you for your interest in joining Central England Academy Trust. Our growing Trust currently consists of a diverse family of five schools in the Nuneaton area: a large junior school, primary special school, a secondary special school and two mainstream secondary schools. We have a sixth school – a new 2 form entry primary school in Nuneaton - opening in September 2026.

Our Trust's core values summarise what is important to us and what we actively promote:



working together and with others to achieve the very best for the staff, pupils and families that we serve.



recognising the individuality and uniqueness of our staff and pupils, and that we do not all start from the same place. We strive to provide all of our staff and pupils with what they need in order to have equal access to opportunities, to thrive and to succeed.



to be ambitious for all of our staff and pupils and have the highest expectations of them, supporting them to achieve to the very best of their potential.



ensuring that everyone in our MAT feels safe and supported in all that they do.

I hope this application pack provides you with the information needed to consider applying for this position, and I wish you every success with your application.

Best wishes

Andrew Dickinson
Chief Executive Officer

Employee Benefits of working at Central England Academy Trust

We strive to be an employer of choice, and are committed to ensuring our employees feel valued, appreciated and at the heart of what we do.



We have a number of core benefits which include:

Professional Development

- We support all our schools and services to offer professional development that is rooted in the evidence of what improves teaching and learning
- We listen to what your career aspirations are and how we can support you within your role
- We provide Trust-wide CPD in key areas, including SEND, behaviour and teaching and learning
- We support staff in accessing a wide range of qualifications, including Diplomas, Masters and National Professional Qualifications (NPQs)

Appraisal

- Our staff appraisal focuses on supporting our employees to be the very best they can be. There is no performance-related pay in our Trust, and we put staff at the heart of what we do so they can put children at the heart of what they do

Apprenticeship Levy

- As a large employer we pay into the Apprenticeship Levy Fund and are therefore able to offer a wide range of apprenticeships to both new and existing staff.

Pension Schemes

- A contributory pension scheme relevant to your role: Teachers' Pension Scheme for teaching staff, and the Local Government Pension Scheme for non-teaching staff.

Employee Support Schemes

- Subsidised eye care for extended VDU users
- A Gym Membership Scheme
- A Cycle to Work Scheme
- An Employee Assistance Programme, providing practical and emotional support.
- An Employee Benefits Scheme, offering discounts on everyday essentials
- A Health Cash Plan benefit, providing reimbursements for various health-related expenses, including dental treatments, optical care, physiotherapy and more



How to apply



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Alternatively please visit our school website (www.highamlaneschool.co.uk) and click on 'Job Vacancies'. The closing date for applications is 9.00am, Monday 3rd November 2025.

If you would like to have a discussion about this post or arrange an informal visit to see our school, please contact Adam Williams, Deputy Headteacher or Sharon Clarke, Office Manager, on 024 7638 8123.

Dates: selection activities and interviews for shortlisted candidates are likely to be on Thursday 6th November 2025. **Please note that the school reserves the right to close the application process early if we identify suitable candidates. To avoid disappointment, please submit your application as soon as possible.**

Higham Lane School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful applicants will be subject to an enhanced DBS check and will also be taken through the School's vetting procedure.

Why work for Higham Lane School?



Excellent Continuous Professional Development (CPD)

- We are passionate about teaching and learning, always developing our practice and learning from each other!
- Our CPD is second to none and highly-regarded by our staff, many of whom often lead sessions themselves. Staff have led presentations for Pixl and Osiris.
- All staff receive regular training in the most effective teaching and learning techniques.
- For example, we provide bespoke career stage training such as NPQLT, NPQLTD, NPQSL, NPQML and NPQH to ensure professional development is continuous.
- We are actively leading school-to-school support within our local area, sharing our strong practice and expertise and learning from other schools about their effective approaches.
- We are local delivery partners for the Early Career Teacher and Mentor Induction programmes.

Reducing Workload

- We are committed to reducing teacher workload by always looking to streamline our ways of working, for example in our Feedback Policy, which makes greater use of whole-class feedback, rather than pointlessly marking excessively.
- We value our staff as experts in their subjects.
- Staff work very effectively in their subject teams to produce schemes of learning and resources, so that teachers are not wasting time creating their own materials.
- Students use Knowledge Organisers for revision during homework and peer-assess themselves in our Do Now knowledge tests, enhancing their subject knowledge and reducing teacher workload.

Behaviour for learning that empowers staff

- We empower teachers to teach and students to learn!
- Students' behaviour is excellent.
- Our SLT and Progress Leaders move around our site during every lesson to visit lessons, support teachers and uphold our ethos.

Staff Wellbeing

- Staff wellbeing is very important to us. We care about each other.
- We ensure a work-life balance in the way we organise our meetings and INSET days and release our calendar before the start of the academic year.
- We ensure emails are used sparingly and only at agreed times.
- We support staff to look after themselves, for example through our health awareness events.
- We get on well together and celebrate our many achievements in a range of social events.

Serving our community

- Students play an active part in the running of our school and student voice is important to us.
- We have excellent relationships with parents/carers and value their feedback.
- We actively support our local community through fundraising and supporting local charities such as the Nuneaton Food Bank and Edward Street Food Kitchen.

What are we looking for?



Job Title:

Student Support Officer

BROAD DESCRIPTION:

Work as part of a pastoral team to provide support and guidance for students and their families. Helping to ensure that student wellbeing and welfare is paramount at all times and thereby helping to embed effective home/school relationships. Provide clerical support for a range of tasks, operations and functions undertaken by the school. Refers complex problems upwards. Contribute to the school's statutory duty to safeguard and promote the welfare of children. The successful candidate must be able to handle a variety of tasks expeditiously and calmly, have strong organisational, interpersonal skills and be able to work collaboratively with other colleagues.

Responsibility for people (other than employees supervised/managed): The post has some impact on the well-being of individuals or groups (i.e. physical, mental, social, health and safety).

Responsibility for staff: The post has no or limited direct responsibility for supervising other staff though may be expected to demonstrate tasks or advise/guide new employees, work experience or trainees.

Responsibility for budget: The post has no or limited direct responsibility for financial resources other than occasional handling of typically small amounts of cash.

Responsibility for physical resources: The post has some direct responsibility for physical resources, involving the careful, accurate, confidential and secure handling and processing of information.

Typical tasks

Be the first point of contact for pupils requiring help/support and referring them to other appropriate staff in school.

To operate routine administrative systems and procedures to support the operations of the school.

Administer medication and first aid as required. Relevant first aid experience is desirable, however, first aid training will be provided.

Maintain accurate student and parent/carers related data and records.

Deal with routine enquiries, providing general information about the school and its activities – in person, by phone and email.

Provide day-to-day support to pupils on matters such as first aid, forgotten uniform, etc. Liaise with parents/carers where necessary.

Support to address issues related to student absence.

The above covers the overall areas of responsibility within the role, however further specific tasks and responsibilities may be determined through consultation and discussions with the project leadership team.

Further Conditions of Service:

- To undertake any other responsibilities as may reasonably be directed by the Headteacher.
- To support and maintain the ethos of the school and its aims and values.
- Follow and implement all school policies and procedures.
- Liaise and collaborate with the designated safeguarding lead (DSL) on matters of safeguarding and welfare for pupils with your year group.

Please note our clear expectations regarding **personal and professional conduct of staff and the safeguarding of students:**

- Our staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct:
- Staff uphold public trust in the teaching profession and maintain high standards of ethics and behaviour, within and outside school, by:
 - treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a teacher's professional position.
 - having regard for the need to safeguard students' well-being, in accordance with statutory provisions.
 - showing tolerance of and respect for the rights of others.
 - not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.
 - ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law.
 - Staff must have proper and professional regard for the ethos, policies and practices of the School, and maintain high standards in their own attendance and punctuality.

Person Specification



Qualifications, training and likely abilities

Good literacy, numeracy and IT skills e.g. educated to GCSE level or above

Competent in use of software and office equipment

Experience of working with young people and/or in an education setting

Value and respect the views and needs of children

Able to undertake routine work or work within established procedures but without close supervision

To be able to communicate, in person and/or in writing, a variety of information to a range of people

The ability to cope in situations where there is an emotional demand arising from the work being undertaken

First aid qualification (training will be provided if not currently held)

Good knowledge of the school, its organisation, activities and policies

To be able to use own initiative to independently help resolve problems and unexpected situations

Can maintain confidentiality at all times – recognises privileged position with access to pupil, parent and staff information

Understands the need for professional relationships within the school

Can solve straightforward problems

The ability to work under pressure including meeting deadlines and dealing with interruptions

Safeguarding

Please note our clear expectations regarding personal and professional conduct of staff and the safeguarding of our students:

- To have total regard for the need to safeguard students' wellbeing, in accordance with statutory provisions.
- To have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards in their own attendance and punctuality.
- To have an understanding of, and always act within, the statutory frameworks which set out their professional duties and responsibilities.

We are committed to safeguarding and promoting the welfare of the children and young people and expect all staff to share this commitment.

All successful applicants will be subject to an enhanced DBS check and will also be taken through the School's vetting procedure.

Higham Lane School is also strongly committed to protecting personal data. Our Privacy Notice, which can be found under the GDPR section on the School website, describes why and how we collect and use personal data and provides information about individuals' rights.



How to find us



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contactus@highamlaneschool.co.uk
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