

Job Title: Student Engagement Officer

Reporting to: AHT Behaviour and Culture

Contract: Full time - 37 hours per week (8.00 - 4:00 Mon - Thurs, 8.00 - 3.30 Fri) - Term time, plus one day.

Salary: Scale 4

Role Purpose

The Student Engagement Officer plays a key role in supporting the school's pastoral team by working directly with students who are experiencing difficulties engaging with learning. The post holder will provide on-call support, respond to behavioural incidents, and help students regulate, de-escalate, and return to lessons calmly and safely. They will provide a key link to families where students need additional support to engage throughout the day. Through a trauma-informed approach, the Student Engagement Officer will contribute to a positive school culture where all students feel safe, understood, and valued. Encompassing our values Kindness, Courage, Ambition and Confidence

Key Responsibilities**Student Engagement & On-Call Support**

- Provide on-call support for students who are struggling to engage in lessons, helping them to regulate, refocus, and return to class ready to learn.
- Respond promptly to behavioural incidents when on call, intervening to de-escalate situations and resolve issues in line with school policies and procedures.
- Work with students to understand expectations, reflect on their behaviour, recognise consequences, and re-enter learning environments quickly and calmly.
- Support students in the regulation and reflection room, ensuring a calm, structured, and supportive space for emotional regulation and reflection. Recording student views and feeding back to the wider staff body.
- Provide proactive support where students are struggling to engage or attend lessons by exploring underlying causes and encouraging improved attendance.
- Act as a consistent, positive role model for students

Trauma-Informed Practice

- Approach all interactions with sensitivity and awareness of students' backgrounds, recognising the impact of trauma and adverse experiences on behaviour and learning.
- Use trauma-informed strategies that promote safety, trust, consistency, empowerment, and choice.
- Maintain calm, consistent, and respectful responses, being firm but fair at all times.
- Build strong, positive relationships with students to support engagement, emotional regulation, and long-term improvement.

Pastoral Support & Collaboration

- Work closely with the pastoral team to ensure consistency in daily support and responses to incidents.
- Provide regular feedback to pastoral staff regarding concerns, patterns of behaviour, and progress relating to individual students and groups that you have supported over the day or week.
- Support conflict resolution between students, facilitating restorative conversations where appropriate.
- Escalate recurring behavioural concerns to the appropriate pastoral or safeguarding leads.
- Be a key point of contact for parents and carers for students who need additional support to improve their engagement in lessons, providing phone contact with parents where needed.

Monitoring, Reporting & Record-Keeping

- Keep accurate and timely records of incidents, interventions, reflections, and outcomes.
- Monitor data related to student engagement and behaviour to identify patterns, risks, or emerging concerns.
- Share clear, concise information with the pastoral team to support continuity of care and informed decision-making.
- Contribute to reviews of behaviour strategies and student support plans where required.

Person Specification

- Experience working with young people, particularly in a secondary school or pastoral setting, or working with students with behavioural, attendance, or engagement challenges.
- Strong understanding of behaviour support and trauma-informed practice.
- Ability to remain calm under pressure and manage challenging situations confidently.
- Excellent communication and relationship-building skills.
- Commitment to inclusion, student wellbeing, and safeguarding.
- Ability to work effectively as part of a team and independently when required.
- Strong interpersonal skills and the ability to build rapport with students