

Site and Pupil Support Officer

Haywood Grove School

Proposed grade: H4, subject to evaluation

Working pattern: 52 weeks a year. Normally 8.00 am–5.00 pm, with flexibility to meet school and pupil transport needs. Contracted hours and break arrangements to be confirmed.

Reports to: Headteacher or a designated member of the senior leadership team

Works closely with: Site Manager, school office, Parent Engagement Officers and class teams

Purpose of the role

To help keep the whole Haywood Grove site safe, clean, cared for and ready for children and staff throughout the year, and to provide safe, reliable transport for pupils when this is needed to help them access school or off-site provision.

This is a practical, active role. The postholder will notice what needs doing, take responsibility for agreed tasks and work cooperatively with the Site Manager. Pupil transport is an important part of the role and may be needed at different times and at short notice. The postholder will understand that the journey to school can be difficult for some children and will offer a calm, predictable and respectful welcome.

Main responsibilities

Care of the school site

- Carry out regular checks of the school buildings, outdoor areas, pathways, entrances, shared spaces and resources; report hazards promptly and address straightforward issues within the scope of the role.
- Complete agreed practical tasks that keep the site clean, orderly, welcoming and ready for use. This may include setting up and clearing spaces, moving resources, minor maintenance, grounds work and supporting planned site improvements.
- Take particular care of the expanded site, including outdoor learning areas and routes between buildings, so that spaces remain usable and well presented.
- Support the Site Manager with agreed work, while retaining clear responsibility for the tasks allocated to this post. Escalate specialist repairs, compliance matters and work outside the postholder's competence.
- Use equipment and materials safely, follow risk assessments and keep accurate records of checks or work where required.
- Help the school respond practically to unexpected issues during the day, giving priority to safety and the needs of pupils.

Pupil transport and access to school

- Drive the school vehicle to collect or take pupils to school, home or agreed off-site provision when authorised and required.
- Carry out vehicle checks, keep the vehicle clean and ready for use, and report faults, damage or concerns promptly.
- Follow each pupil's agreed transport arrangements, including collection and handover arrangements, seating and restraints, communication needs, relevant health information and the response to distress or unsafe behaviour.

- Help children enter and leave the vehicle calmly and safely. Build trusting relationships while maintaining appropriate professional boundaries.
- Communicate promptly with the school if a journey is delayed, a child cannot be collected, or a safety or safeguarding concern arises. Record and report concerns through the school's agreed systems.
- Undertake transport only when the journey, vehicle, staffing and individual pupil arrangements have been assessed and authorised by the school. A second adult will be provided where the pupil's plan or risk assessment requires one.

Working with children and colleagues

- Uphold Haywood Grove's Absolute Safety Rule: *"We keep ourselves safe, we keep others safe, we keep our environment safe – so everyone can learn."*
- Respond to children with warmth, patience and consistency. Recognise that anxiety, trauma, sensory needs, autism, ADHD and communication differences may affect how a child experiences a journey or a change of plan.
- Follow the school's safeguarding, behaviour, health and safety, confidentiality and information-sharing procedures.
- Work flexibly with colleagues while communicating clearly about priorities, completed work and anything that needs a decision.

The Headteacher may assign other reasonable duties consistent with the purpose and grade of the post. The balance between site work and pupil transport will vary according to need.

Person specification

Essential

- A full driving licence appropriate for the school vehicle, with a driving record acceptable under the school's vehicle and insurance arrangements.
- A safe, confident driver who is willing to undertake the school's vehicle familiarisation and any required training.
- Practical experience of maintaining buildings, grounds, facilities or shared spaces, and the ability to carry out basic tasks safely and to a good standard.
- A reliable, organised approach: able to notice problems, prioritise work, finish tasks and report when specialist help is needed.
- A calm manner with children, including when a child is anxious, reluctant to travel or finding a transition difficult.
- Clear communication with children, families and colleagues, including accurate reporting of incidents and concerns.
- An understanding of professional boundaries, confidentiality and the duty to report safeguarding concerns.
- The physical ability to carry out the practical requirements of the role, with reasonable adjustments where appropriate.
- Willingness to work flexibly within the agreed working pattern and to complete relevant training.

Desirable

- Experience in a school, specialist setting, care environment or other setting supporting children with additional needs.
- Experience transporting children or vulnerable passengers safely.

- Understanding of SEMH needs, autism, ADHD, trauma-informed or relational practice.
- Relevant practical skills in premises care, minor maintenance, grounds work or vehicle checks.
- First aid or other relevant training.

The successful candidate will be subject to the school's safer recruitment checks. Haywood Grove School is committed to safeguarding and promoting the welfare of children.