

Pastoral Officer – Family Support – Permanent, TTO

School Name	Springwell School
Job Title	Pastoral Officer – Family Support
Salary	Grade 7, SCP 19 - 25 30 hours actual MIN £22,396 to MAX £26,138 pa Scale point dependent upon length of service/experience
Hours	30 hours per week, TTO Monday - Friday – 08:45 AM – 3:15 PM Permanent, Term Time only
Start Date	1 st September 2026
Closing Date	9 AM Wednesday 10 th June 2026
Shortlisting date	Thursday 11 th June 2026
Interview Dates	Thursday 18 th June 2026

An exciting and rare opportunity has arisen to join our school in the role of Pastoral Officer – Family Support.

Springwell School is located on the edge of the city of Southampton and is a designated day special school for children aged from 4 - 11 years.

We are a warm, ambitious, and inclusive Special Educational Needs (SEN) school committed to providing high-quality education and care for children with a range of complex learning and behavioural needs. Our pupils thrive in an environment where every achievement is celebrated, individuality is valued, and nurturing relationships come first.

Our school encourages a supportive and positive learning ethos that enables both staff and pupils to work and learn together to develop their full potential, providing the highest possible standards of education and support to children, families, and staff.

The Role

We are looking for a reliable, dedicated, and empathetic Pastoral Officer working in Family Support to join our Pastoral team. This is a key role within our school placing emphasis on partnerships between our pupils, their families, and staff.

You will play a central role in removing barriers to learning through the provision of practical, emotional, and early intervention support. The post offers an opportunity to develop and maintain positive, trusting relationships, support family engagement, facilitate access to relevant services and entitlements through effective signposting, and promote pupil wellbeing through targeted family support and improved access to education.

You will work closely with the Designated Safeguarding Lead (DSL) and external agencies, including health services, housing providers, benefit services and community support organisations, and must therefore be a confident, effective, and sensitive communicator when engaging with parents/carers from a diverse range of backgrounds.

This role is ideal for someone who is passionate about supporting children and their families who require additional support and is committed to making a meaningful difference every day.

Key Responsibilities

- Build and maintain positive relationships with pupils and families supporting engagement, wellbeing and access to education
- Key point of contact for families requiring additional support, practical guidance and advocacy
- Work with pupils and families experiencing hardship: identify barriers to attendance, wellbeing, engagement
- Maintaining accurate, timely and confidential records
- Work with and support the DSL and pastoral team identifying emerging concerns and contribute to early intervention and safeguarding procedures



- Liaise with external agencies, including health services, housing providers, benefit services
- Contribute to whole school strategies that promote inclusion, attendance and engagement

About You

We would love to hear from you if you are:

- Experienced in working with children, and/or families in a school, education, community or support setting
- Experienced in maintaining accurate, confidential records
- Able to handle sensitive information appropriately
- Experienced in providing practical family support
- Experienced in the completion of forms and applications for benefits, housing services or support services
- Able to communicate clearly and sensitively with a range of audiences
- Confident in the knowledge of safeguarding and child protection principles, identifying and reporting concerns
- Able to deal with challenging behaviour and provide welfare support in accordance with school policies
- Committed to the importance of confidentiality and safeguarding

What we offer

- Competitive salary with regular salary progression
- Opportunities for CPD
- Free on-site parking
- Pension Scheme
- High-quality support and training
- Monday – Friday working pattern
- Excellent development opportunities to grow within a positive and supportive team
- Employee Assistance Programme
- Mental Health and Wellbeing Support
- A rewarding role where you can genuinely make a difference

Please refer to the Job Description and Person Specification for the full responsibilities of this role and knowledge required.

Working pattern – 30 Hours

Monday to Friday: 08:45 am – 3.15 pm

How to apply

To apply, please complete the application form on www.springwellschool.net and return to Rachel Ambrey, HR Lead, by email to recruitment@springwellschool.net. Alternatively, please post your completed application to HR at Springwell School, Hinkler Road, Thornhill, Southampton, SO19 6DH. We do not accept CV's.

Interview process

If successfully shortlisted, you will complete a task prior to a 3 panel, face to face interview.

Safeguarding

Springwell School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Offers of employment will be subject to the full Safer Recruitment process including an enhanced disclosure and barring service check and a full online check of social media platforms as per the updated guidance in KCSIE 2022.

If you do not hear from us regarding your application by Friday 12th June 2026, unfortunately this means that you have been unsuccessful on this occasion. We thank you for your interest and wish you every success in your future applications.

Please note that we reserve the right to close a vacancy earlier than the advertised date if we receive applications that meet the criteria. We may also interview candidates at a mutually convenient time before the closing date, so please submit your application as soon as possible to avoid disappointment.

