

SETTLE COLLEGE

Founded 1907

Application Pack Student Services Officer

www.settlecollege.org.uk



Student Service Officer Application Pack

Established Term-time

Only Contract

37.5 hours per week

Position to start

11th May 2026

Salary Range

Grade E—Pay Scale 6-9

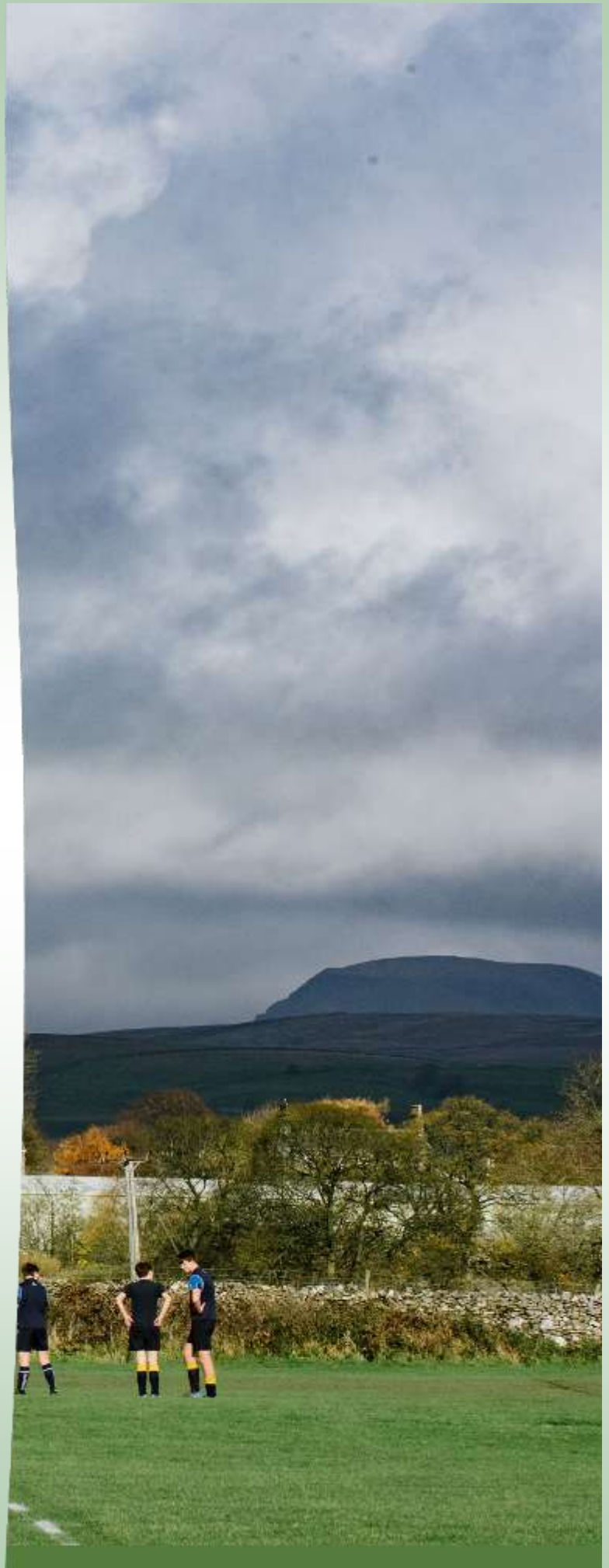
**Actual Salary Term-time
only salary**

£22,834.24—£23,945.68

FTE value of £25,989.00 (SP6) to
£27,254.00 (SP9)

This figure should increase,
following agreement of the 2026/27
pay award.

admin@settlecollege.n-yorks.sch.uk



Dear Candidate,

Thank you for your interest in the post of student service officer which offers the successful candidate the opportunity to work in this thriving and successful 11-18 rural school. We are a happy school community where innovation, creativity, enterprise and a sense of fun and enjoyment is encouraged, valued and celebrated. We recognise each student as an individual and every single student brings their own unique personality, skills, talents, and interests. Academic success is important but so is our commitment to ensuring that students develop the skills that will prepare them for life-long learning.



We are looking for a well-qualified, enthusiastic and hard-working student service officer who has a passion to support the pastoral team to enhance our students and who can inspire them within the school environment. We want our students to be the best they can be and it is this same mantra we set for our staff. If appointed, you will have the opportunity to contribute to a professional and hard-working pastoral team. Staff are encouraged to be involved in the many wonderful trips, fixtures, concerts and plays. We recognise that over a third of our staff work flexibly, fitting in families, lifestyles, other commitments, and we want to recruit the best there is by ensuring we can be as flexible with you as you wish. The health and wellbeing of our community is of the utmost importance to us and we offer superb pastoral care for pupils and hold regular updates and sessions for staff to support wellbeing.

To assist with your application, and give further background information on the post, we have included the following details within this document: Information about the school, department information, aims of the role, person specification and how to apply for the post. Settle College is committed to safeguarding and promoting the welfare of children and young people, we expect all staff and volunteers to share in this commitment. The successful candidate will be subject to an enhanced DBS check.

This pack contains lots of information about the school and the department. If you would like more information, or to visit, please feel free to contact the school by telephone or by e-mail and we will be more than happy to accommodate your requests. Finally, if you are passionate about working with young people and really believe you can join our team in making a difference, then I warmly invite you to apply. This will enable you to take a look at us in more detail and really experience at first hand the friendly and professional environment we have established.

Yours faithfully

A handwritten signature in black ink on a white background. The signature is stylized and appears to read 'G. Hart'.





Community at the heart



Settle College occupies an enviable site on the banks of the River Ribble in the market town of Settle, with outstanding views of the surrounding area looking across to Attermire and bordering the Yorkshire Dales National Park.



Settle College is a vibrant and exciting community of learners, forward thinking and driven for a small rural secondary school, that is an integral part of the community. There is a strong commitment from our staff to the College's wider role within the community and we always aim to get fully involved in community activities. From local church events like Armistice Day, working with local charities and businesses like the Millennium Trust to the Settle Flowerpot Festival, we immerse our students in their local environment.



Core Aims

Our core aim is to provide the best possible educational provision for the young people of North Craven, preparing them for life-long learning in a rapidly paced world, and enabling them to fulfil their potential and strive to be their best. Our development & improvement planning continues to focus on the following key themes.

- Securing outstanding progress and achievement for all our students including a commitment to developing resilience in our learners, alongside other vital skills for lifelong learning.
- Promoting respect and courtesy that creates a happy school culture and learning climate.
- Providing high quality learning and teaching, through a rich, exciting curriculum.
- To ensure we create independent, confident, and self-directed learners that communicate well in life.
- Building a strong partnership between families, students and staff at the centre of all we do.





Who and where we are:

Site and Buildings

We have a fantastic library, conference room and four state of the art Science laboratories. Our IT infrastructure is subject to a continuing improvement programme, with new hardware, teaching and presentation media and recently upgraded wi-fi.

The college buildings sit within extensive grassed grounds beside the River Ribble, surrounded by spectacular Dales scenery. We have excellent playing fields and tennis courts and Settle Swimming Pool shares our site.

We have a canteen which offers dining in and takeaway dining facilities, a comfortable staff room with hot drinks provided, and extensive staff parking. The market town of Settle has all local amenities, bus services and a railway station.

The Catchment Area

Our students come from a catchment area of 250 square miles of beautiful, largely rural countryside. Many of our students travel considerable distances to school, with students coming from a wide variety of backgrounds.

**“THE VIEW FROM
THE STAFF ROOM
WINDOW FILLS ME
WITH JOY.”**

**“THERE IS SUCH A
FRIENDLY
ATMOSPHERE AT
SETTLE COLLEGE.”**

REASONS TO WORK FOR US



10 REASONS TO WORK FOR US

1. Our students are unique, enquiring and vibrant.
2. Students thrive through the ethos of a small school, where they value that they are respected and nurtured as an individual.
3. At all ages, our students have a sense of pride and relish the opportunity to represent and lead within the school.
4. The school community is committed to placing the students first to allow everyone to achieve their best.
5. An entire staff and governing body with a passionate commitment to our school.
6. Our Senior Leadership Team continue to teach and, as such, have realistic experiences of school life on every level.
7. All the Senior Leadership Team have a genuine open-door policy, where everyone's opinion matters.
8. We have high levels of staff retention, with many staff working here for at least ten years, demonstrating career fulfilment.
9. We are invested in the career progression of our staff.
10. We are proud to be at the heart of the local community in which many of our staff live.



CPD

At Settle College, we understand the value of a high-quality professional development programme. We offer a range of activities as part of our weekly CPD meetings for teaching staff, as well as opportunities for external CPD in line with staffs' and the school's improvement priorities. The key features of our CPD schedule are:

- Opportunities to share good practice for teaching and learning across all teaching staff and within departments.
- Meetings focusing on our school improvement priorities, giving staff time to embed the strategies and systems within their subject area.
- Updates regarding special educational needs, with discussions surrounding support for individual students.
- Sessions that focus on supporting both staff and student wellbeing.
- The opportunity for all staff to apply for external CPD that relates to their role in school or to support career development, for example through NPQs.

Outcomes Data

The table below outlines the key outcomes for Key Stage 4. The results obtained in the summer 2025 examination series reflected the hard work of our students that sat external exams. There is no national progress measure for the 2025 outcomes, as a result of the COVID-19 pandemic.

GCSE DATA	
2024 P8	-0.05
2024 A8	42.4
2025 A8	42.1
2024 EBacc entry	50.4%
2025 EBacc entry	49.1%
2024 EBacc APS	3.85
2025 EBacc APS	3.77
2024 Basics 4+	60.8%
2025 Basics 4+	58.9%

KS5 Results, including A-levels and vocational qualifications

19.4%

A*-A

43.0%

A*-B

74.2%

A*-C

2024



Student Services Officer

In November 2024 our latest Ofsted inspection judged that the school has taken effective action to maintain the standards identified at the previous inspection and that the school continues to be good. The full report notes many positive aspects of the school and is available on the school website.

This close-knit, nurturing school has high-quality pastoral care. Pupils and parents value the support it offers.

All pupils study a broad and balanced curriculum. Students in the sixth form pursue subjects that prepare them well for their next steps in education, employment and training.

Staff are ambitious for what pupils can, and will, achieve academically

The school ethos of 'Be the best you can be' is well understood by all.

Ofsted

The school has established high expectations for how pupils should behave.

Pupils are welcoming and polite.

Staff are proud to work at the school.



We believe pastoral care is a significant aspect of any staff's role in our school. Whether it is a Form Tutor taking care of their tutor group in the morning or a class teacher noticing a young person is out of sorts, we expect all our colleagues to take their duty of care seriously.

Settle College is an inclusive school. For children and young people with complex, and additional needs, the level of care and education must go above and beyond. We have an excellent team that work with our most vulnerable students. All students that are at Settle College learn and develop to thrive.

As each year group has a Head of Year and a Learning Manager, they are supported with an experienced pastoral team who are busy, supportive and good humoured. The pastoral team always keep a child's wellbeing at the centre of their decision making.



Sixth Form

Settle College Sixth Form provides students with many advantages. From the small class sizes where everyone is known, to the many opportunities where they can develop their interpersonal and leadership skills. Being a 11-18 school, students will have the chance to be a role model and support our younger pupils, perfect for those wanting to work with young people. They could become a well-being ambassador, house leader, reading buddy, sports captain or peer mentor amongst many other roles that can help them with their career plan.

We run trips to Iceland as part of the geography A Level course. Berlin is also a popular trip to support the history curriculum as well as the many art, music, and drama trips that we offer. These are open to students not studying these subjects as they enhance their cultural experiences. Sport is also popular with rugby, football and netball teams.

Our provision in careers education is getting stronger with a dedicated Careers Support Worker who is introducing our students to the many apprenticeship and employment opportunities in the local area.

Most students apply to university, and we have had great success in supporting them to achieve a place at Russell group universities. Indeed, despite being small we have seen students in the past 5 years achieve a place at Oxbridge going on in some cases to achieve a first-class degree.



Our vision and Curriculum offer

At Settle College, our goal is simple: we want every student to be the best they can be. We achieve this by offering a diverse and exciting curriculum tailored to our community. Our dedicated teachers ensure outstanding progress and achievement while fostering confidence, independence and resilience through our Settle College Diploma. We prioritise the well-being and development of both students and staff. Our aim is to empower students to overcome challenges, acquire lifelong learning skills and reach their dreams, making Settle College a vital part of our community.

Key Stage 3

Students complete key stage 3 from years 7 to 9 to allow them to study a wide range of subjects in sufficient depth to really understand the very nature of each subject. In each of these year groups, students' study: English, maths, science, geography, history, religious studies, MFL (French and Spanish), PE, DT (to include a range of disciplines, including product design, engineering and catering), computing, drama, art and music, as well as PSHCE, which is delivered to tutor groups.

Key Stage 4

At key stage 4, students continue with English, maths, science (either separate or combined), PE, PSHCE and religious studies. To maintain a broad curriculum with many options subjects offered at key stage 4, we operate a 'stage not age' options process, where students complete these GCSEs in one year, in classes with both year 10 and 11 students. Whilst some subjects only run every other year, all students are given the opportunity to select the four subjects of their choice within the options route to which they are directed. The first route requires students to select at least one language and one humanity to complete the traditional EBacc, with two free option choices. The second route requires students to select at least one language or humanities subjects, with the other three options choices completely open. However, we do recognise that not all of our students will be best suited to these routes and so, as a school that knows its students as individuals, we are able to provide personalised advice for every one of our students during the option selection process.

The option subjects currently offered at key stage 4 are: art & design, computing, creative iMedia, drama, engineering, enterprise & marketing, food preparation & nutrition, French, geography, history, hospitality & catering, music, PE, photography, product design, Spanish and sport science. These subjects ensure a breadth of curriculum choices to allow all students to thrive, irrespective of their strengths and interests, and to allow them to select the required courses for progression towards their future aspirations.

Key Stage 5

Our curriculum offer at key stage 5 is currently: art & design, biology, business, chemistry, drama & theatre, engineering, English language, English literature, French, Geography, History, IT, maths, music, PE, photography, physics, product design, psychology, Spanish and Sport, as well as offering the extended project qualification to all students. As with key stage 4, the curriculum offer is designed to cover a diverse range of subjects to cater for students' interests and future goals whilst recognising that, as a small sixth form, we cannot offer every possible subject choice. In some subject areas, for example PE, the A-level or vocational course is chosen on a year-by-year basis to best suit the cohort. To maintain this range of courses, when appropriate, both year 12 and 13 students are taught together or different courses are run within the same class, with some courses run in collaboration with our neighbouring school.

The pastoral department

The pastoral department at Settle College plays a central role in ensuring that students feel safe, supported and able to thrive both academically and personally. Pastoral care is structured around strong daily tutor contact, clear year group leadership and close partnership with parents, enabling early identification and support for academic, behavioural or social concerns. Our approach was strongly supported by the most recent Ofsted inspection in November 2024, which described Settle College as a “close knit and nurturing environment” with “high quality pastoral care”, noting that pupils and parents value the support on offer and that staff maintain high expectations for behaviour and well-being. Ofsted also highlighted the school’s strong safeguarding culture and the positive relationships between staff and pupils.

The structure of the pastoral team is: one attendance officer, two student service officers and a careers officer. The student service officers work with Learning Managers within Key Stage 3 and Key stage 4. All teachers are form tutors and are within the pastoral team.

To support the school’s nurturing environment, Student Services Officers are visible around the site, supporting duties that reinforce high expectations while also providing a friendly, approachable presence where students can check in and conversations.



Job Role

Aims and job description

The post will carry three functions that interlink to support students at Settle College: Pastoral, behaviour and safeguarding.

Relationships

The post-holder reports to the Deputy Head teacher of the pastoral team.

The post-holder will interact with other professional colleagues and should establish and maintain productive relationships with them and promote mutual understanding of our aim to improve the quality of teaching and learning at Settle College.

Main Roles:

- Be part of Student Services that are the first line of communication for parents, staff and students concerning pastoral issues.
- Contribute to the mentoring/coaching of students with behavioural issues that affect their academic performance.
- To be part of the Safeguarding Team. To support safeguarding procedures within the school including the referral of students to outside agencies and the completion of Early Help referrals, maintaining confidential files and working with the DSL and Deputy DSL.
- Liaise with outside agencies as the need arises.
- Promote regular attendance and punctuality, actively dealing with both and working to reduce any gaps in attendance e.g. between disadvantaged and Non disadvantaged students, working with the attendance officer.
- Have supervision within student services of the students' attendance, lateness and uniform.
- Support weekly assemblies.
- To investigate any breaches of the Behaviour for Learning code including interviewing students and taking detailed statements.
- To liaise with the Deputy Head Teacher for Student Services of the implementation of agreed sanctions including first contact with parents.
- On call support to teaching staff.
- Monitoring 'on call' 'hot spots' and carrying out spot checks, supporting in lessons when appropriate.
- Offering support to students with welfare problems, through discussion, practical resolutions and where necessary arranging counselling, both inside and outside of school.
- Liaising with parents/carers.
- The preparation of detailed reports of behaviour issues.
- The preparation of detailed reports of evidence, for the presentation to governors, where lengthy or permanent exclusions may follow breaches of the Behaviour of Learning code.
- To deal with day to day operational issues associated with students.
- To organise work for excluded students/students in quiet room.
- To manage students on report at the appropriate level.
- Ensure quiet room records, behaviour records, on call records are up to date and that the BfL matrix is being fully implemented and followed.
- Dealing with any students who have an issue in more than two subjects across the school.
- Liaise with the SENCO to provide any additional support in or out of lessons for more vulnerable students whose behaviour is impacting on learning in or outside of the classroom.

Job Role

Management of issues to do with admission of students, including meeting with parents, organising timetables, tour of the school etc.

To contribute to our aim for excellence in all that we do, including striving to be judged 'outstanding' for Behaviour & Safety. In relation to the Inspection Framework this includes:

Pupils' attitudes to learning are of an equally high standard across subjects, years and classes.

Parents, staff and students are unreservedly positive about behaviour and safety.

Pupils are keenly aware of how good attitudes and behaviour contribute to school life.

Pupils' behaviour outside of lessons is almost always impeccable. They take pride in the school as shown by their excellent conduct, manners and punctuality.

Skilled and highly consistent behaviour management and excellent improvements in behaviour over time.

General Responsibilities:

To maintain the highest standards of smart business dress.

To seek development opportunities in order to improve performance.

To act as a professional and positive ambassador for the college in order to support our ethos and values.

To adhere to the college's Child Protection and Safeguarding procedures.

To ensure confidentiality to protect the integrity of the organisation and its people.

To carry out such duties as may reasonably be required from time to time.

Personal Qualities	Essential	Desirable
Qualifications and training		
GCSE grade C or higher (or equivalent in English and Mathematics). First Aid Qualification.	X	X
Experience, knowledge and understanding		
Experience of mentoring, working with or coaching young people. Previous experience in an educational setting. Experience of using data to inform decision making. Experience of working with challenging behaviour. Experience of liaising with parents and outside agencies. An understanding of safeguarding issues and promoting the welfare of children. Understanding of the national curriculum at key stage 3 and 4. Understanding of national expectations with regards to attendance, behaviour and attainment	X X	X X X X X X
Skills, abilities and personal attributes		
Ability to form and maintain appropriate professional boundaries with children. An ability to show initiative and work independently within a variety of situations. An ability to communicate appropriately and effectively. An ability to get the best out of students and form professional, positive, and respectful relationships with staff and students. An ability to work effectively and collaboratively as part of a team. An ability to work effectively and professionally with parents and outside agencies. Flexibility and adaptability. An empathetic, non-judgmental and ethical approach. Excellent relationships with colleagues. Establish good relationships with children whilst setting firm boundaries. Flexible working practices. Commitment to continued professional development. High levels of emotional intelligence and regulation. A commitment to uphold and promote equality of opportunity.	X X X X X X X X X X X X X X X	

Application Process

Potential candidates have the opportunity to visit the College in action. Please contact Mrs Kellett to arrange a suitable appointment.

Candidates should submit the following: A completed application form and personal letter of application of no more than two sides of A4, which indicates your experience and impact to date, and what you can offer Settle College

Formal interviews will take place at Settle College, following this all candidates will be contacted, both successful and unsuccessful.

Interviews will be held
W/C 4th May

Please telephone 01729 822451
until the closing date

Please email completed applications to the
Headteacher, Mr Gareth Whitaker:
admin@settlecollege.n-yorks.sch.uk
by 9.00 a.m. on Friday 1st May
Applications by post are also accepted by
the stated deadline.

Please note that references may be
requested prior to interview for those who
are shortlisted.



Hear from our staff and students...

'Settle College, a school I will remember for being one of the most incredibly supportive environments, so much so that my outcomes would not have been where they are without the teachers and staff that supported me'

Former student

"The teachers are second to none and really make the school what it is."

Current student, year 12

"My teachers were my absolute rock in Sixth Form. They recognised my potential and supported me so much, teaching their subjects but also treating me and my peers like young adults."

Former student

"Thank you to all the teachers for being great teachers and thank you to the cleaners who keep our school clean and thank you to the chefs who cook our meals. A big thank you to everyone that is a part of this amazing school."

Current student, year 8



Settle College - Recruitment and Selection

Settle College is committed to safeguarding and promoting the welfare of children, young people and adults. We have a robust child protection policy [here](#) and all staff will receive training relevant to their role at induction and throughout employment at the school. We expect all staff and volunteers to share this commitment.

This post is subject to satisfactory references and enhanced Disclosure and Barring Service criminal records check for work with children. An online search may be undertaken for shortlisted candidates as part of the recruitment process on information available in the public domain. Candidates should disclose anything that may be relevant in line with Keeping Children Safe in Education.

Settle College is committed to meeting the needs of our diverse community and aim to have a workforce reflecting this diversity.

