



Pastoral Support Mentor	
Reporting to:	Student Attendance and Engagement Coordinator
Working Hours:	Full Time – Term Time Only – Two-Year Fixed Term Contract
Salary:	£25,829 - £29,762 per annum (pro rata £21,716 - £25,022)
Position Code:	S4

Job Purpose

The Pastoral Support Mentor is a non-teaching pastoral professional who provides individualised, preventative and relational support to vulnerable, disadvantaged and at-risk students.

The post holder will act as a trusted adult for an identified caseload of disadvantaged and vulnerable students, helping to reduce non-academic barriers to participation and enabling students to attend, engage, feel safe and progress successfully through college.

Working within a tiered support model, the Pastoral Support Mentor will provide a combination of direct intervention, planned monitoring and light-touch oversight according to student need. The role focuses on early identification, practical problem-solving, pastoral mentoring and effective signposting and collaboration to internal and external support services.

The Pastoral Support Mentor will work closely with cohort leads, curriculum teams and specialist support services to identify emerging concerns, coordinate timely support and prevent avoidable escalation.

This role does not include teaching, formal academic assessment or curriculum performance management. Its core purpose is to strengthen student attendance, engagement, inclusion and retention through consistent pastoral support and trusted relationships.

Duties and responsibilities of the job

1. Pastoral mentoring and student support

a. Act as a named trusted adult for a caseload of vulnerable, disadvantaged and at-risk students.
b. Build consistent, positive and professional relationships with students that promote trust, belonging, confidence and engagement.

c. Provide one-to-one pastoral mentoring and regular check-ins for students experiencing barriers to participation, including social, emotional, financial, family or wellbeing concerns.
a. Support students to identify concerns, understand available help, and take practical steps to overcome barriers affecting attendance, engagement, and progress.
b. Provide a visible and approachable point of contact for students who need advice, encouragement, or support.
c. Help students prepare for and participate confidently in college meetings, including tutorials, performance reviews, progress reviews, support meetings, and other relevant discussions.

2. Early identification and intervention

d. Identify early signs of poor attendance, disengagement, vulnerability, emotional distress or emerging risk
e. Monitor the PSM referrals coming in, prioritise actions and regularly analyse key themes within referrals for reporting to your line manager
f. To triage student concerns and referrals received through ProMonitor wellbeing comments, as well as from staff, parents, or in-person; coordinating appropriate support and, where necessary, signposting students to relevant internal and external services.
g. Deliver timely, solution-focused intervention to address concerns before they escalate into crisis, formal intervention or withdrawal.
h. Support students through periods of transition, challenge or instability, including induction, re-engagement, and key points in the learner journey.
i. Maintain oversight of students within a tiered support model, ensuring that support is proportionate to need.
j. Contribute to transition, induction and enrolment activity to help identify vulnerable students early and ensure effective support is in place from the start of their college journey

3 Attendance, engagement and inclusion

k. Work closely with the Attendance and Engagement Lead, cohort leads and curriculum teams to support students whose attendance, punctuality or engagement is causing concern.
l. Monitor patterns and themes across an allocated caseload and contribute to targeted action to improve attendance, participation, and retention.
a. Support the college's work to improve belonging, participation and positive learner experience, especially for vulnerable and disadvantaged groups

m. Contribute to college strategies that strengthen inclusion, reduce disengagement, and improve outcomes for students at risk.

n. Make or support referrals to relevant college services, including student wellbeing & safeguarding, inclusive learning & development, finance, bursary, careers and other specialist teams.

o. Work collaboratively with internal teams to ensure students receive joined up and timely support.

p. Encourage students to engage with wider college opportunities, enrichment activities and progression planning relevant to their needs and goals.

q. Deliver at least 1 student enrichment activity in the college day

r. Where appropriate, act as a trusted adult within the process of reintegrating a student back into a curriculum area following a period of suspension or time away from college.

3. Recording, monitoring and communication

s. Maintain accurate, timely, and professional records of interventions, actions, concerns and outcomes using college systems and procedures.

t. Track and monitor student support activity, identifying patterns, emerging needs, and impact across the caseload.

u. Attend relevant meetings to contribute pastoral insight, share updates and support effective intervention planning.

v. Work with colleagues to ensure that students are known, supported, and tracked effectively across the college.

B. Continuous Professional Development

a. Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance student experience

b. Complete all mandatory training as required in line with college expectations

C. Other responsibilities and duties

a. Participate in staff and student recruitment campaigns, interviews, Open Days and promotional/information events

b. Work with employers and other stakeholders as required to develop and deliver high-quality curriculum
c. Contribute to, and support delivery of, the college strategic plan and share the College's Vision, Mission, Values, Behaviours and communicate them effectively
d. Comply with the departmental operating plan and contribute to action plans as needed
e. Ensure equality of opportunity and promote diversity in all aspects of college life with reference to Ofsted vulnerable student groups and protected characteristics
f. Analyse and selectively implement the calendar of key equality and diversity events across the programme
g. Ensure safeguarding of students is prioritised and all safeguarding policies and procedures are followed
h. Any other duties connected with the post as are reasonably required from time to time

Qualifications / Skills / Knowledge / Qualities

It is crucial that the successful candidate shares our student-focussed values, equality of opportunity and parity of esteem for staff and students.

At Plumpton College we are:

- Ambitious
- Progressive
- Enterprising
- Professional
- Passionate
- Supportive

Essential criteria for the post
Experience of working with vulnerable, disadvantaged or at-risk young people, including those with SEND, care experience, SEMH needs, ideally in an education environment.
Experience of supporting young people or students on a one-to-one basis.
Clear understanding of the needs of students and how these may be met through early intervention, pastoral support, and appropriate referral.
Have a strong desire to see students succeed, evidenced by good or better key performance indicators
Clear understanding of the needs of students and how these may be met
Excellent communicator with good interpersonal skills and the ability to develop and maintain positive working relationships with young people
Demonstrate a strong desire to work collaboratively as part of a high performing team
Minimum Level 2 in literacy and numeracy and strong IT skills

Skills and experience in problem solving and a flexible and adaptable approach
Excellent organisational and record keeping skills
Experience of positive behaviour management
Desirable criteria for the post
Experience of working in a further education or post-16 environment.
Relevant Level 3 qualification or above in an appropriate area, for example youth work, education, psychology, counselling or mentoring/coaching.
Knowledge of FE student support systems, including bursary, safeguarding, attendance or transition processes.
Full UK driving licence
Understanding of mental health and safeguarding issues that affect young people in the UK

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are from 08:30 to 17:00 Monday to Friday but some flexibility will be considered for the right candidate. There will be some evening and weekend working required to support faculty activities, whole college recruitment, and promotional events.

Continuous Professional Development (CPD)

This post will be entitled to CPD for industrial updating, personal and professional development. All CPD must be planned, agreed, and booked with your Line Manager.

Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the college until the DBS Disclosure Certificate is received and considered by the Principal.