

Student Support Assistant

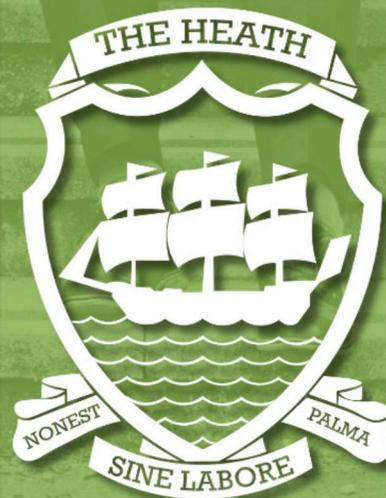
Candidate Pack

Salary: SCP 2 £24,413 FTE
(£8,368.28 Pro-Rata)

Contract Type: Permanent

Contract Term: Part Time—
Term Time Only

Location: The Heath School,
Clifton Road, Runcorn, WA7
4SY



Student Support Assistant

Salary

SCP 2 £24,413 FTE (£8,368.28 Pro-Rata)

Hours

15 hours per week—term time only

Contract Type

Permanent

Closing Date

3rd March 2026

Are you passionate about supporting students, and keen to be involved in the smooth and efficient running of our school day?

We are seeking a dedicated and enthusiastic Student Support Assistant to join our team at The Heath School. This is a great opportunity to work directly with our students, and with supportive colleagues, to contribute to our vibrant school community. Candidates will have good skills in communicating with and directing students, acting as a reassuring presence to them, recording information, and making colleagues aware of any issues or difficulties that may arise.

About the Role

As a Student Support Assistant, you will assist with the efficient operation of daily routines in school; specifically in relation to students accessing the toilets, dealing with student passes, recording and monitoring information, dealing with any well-being concerns from students, and managing lost property.

About You

The ideal candidate will:

- Have excellent organisational skills
- Demonstrate an understanding of and interest in life at school and the school day
- Have a good understanding of health and safety issues relevant to the post
- Be able to develop and maintain good relationships with colleagues and students and be able to deal with information relating to students
- Ideally have experience of working within a school environment.

Why Join Us?

At The Heath School, staff wellbeing and development are at the heart of what we do. Many colleagues have grown their careers here, and our Principal is a proud former student.

We offer:

- A supportive, collaborative environment within school and across the Trust
- A positive teaching and learning culture
- Professional development opportunities
- Access to an Employee Assistance Programme
- A flexible approach to personal leave requests
- Staff wellbeing support including flu jabs, social events, and even fortnightly cake!

About The Heath School

The Heath is a highly successful, oversubscribed school at the heart of the Runcorn community. We are proud of our strong academic outcomes, which consistently at or above national averages; and of our wide-ranging extra-curricular programme. Our student-centred approach, underpinned by The Heath Standard, ensures all pupils are supported to achieve their aspirations.

Job Description

Job Purpose:

To assist with the smooth operation of daily routines in school; specifically in relation to students accessing the toilets, dealing with student passes, recording and monitoring information, dealing with any wellbeing concerns from students, and managing lost property.

Duties:

Duties will include:

- Being aware of school routines, and normal movement of students around the building during the school day
- Directing students to the appropriate place in the building at the appropriate time
- Staffing toilets at various times around the school building
- Recording and monitoring student use of toilets during lesson times, including use of online information systems in school
- Making colleagues aware of any concerning behaviours, or patterns of behaviours around student access to toilets
- Assisting students with any queries that they may have in relation to use of toilets
- Monitoring student passes and flagging any concerns to colleagues
- Liaising with pastoral staff in relation to specific students where there are wellbeing or behavioural concerns
- Making arrangements as required to meet the needs of individual students, or for non-standard school days e.g. reasonable adjustments, Learn for Life days, Sports/Activity days
- Liaise with the site team to ensure that toilets are kept clean and in good working order, and that they are made aware of any issues
- Communicate clearly and professionally with colleagues, management, and external contractors when required
- Engage with appropriate training and development opportunities to promote the professional effectiveness of this role
- Undertake any other duties as may be assigned from time to time, which are commensurate with the grade of the job.

The Heath is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Person Specification

Person specification – Student Support Assistant

Qualifications and Experience	Essential.	Desirable
Excellent communication skills, oral and written	X	
Previous experience of working within a school environment		X
Knowledge, Skills and Abilities	Essential.	Desirable
Well organised and methodical	X	
Able to prioritise work within specific timescales	X	
Ability to take the initiative when dealing with familiar tasks	X	
Ability to act professionally when dealing and communicating information of	X	
Ability to work effectively as a member of a team	X	
Understanding of health & safety issues relevant to the post	X	
Willingness to seek guidance when needed	X	
Understanding the importance of confidentiality and an appreciation of the	X	
Understanding of the aims and vision of the school		X
Qualities	Essential.	Desirable.
Enthusiasm and positivity	X	
Friendly with a 'can do' attitude	X	
Flexibility in working hours and times		X
Ability to work flexibly and cooperatively within a team	X	
Ability to reassure students who are upset or emotional	X	

This post requires DBS clearance and is subject to Enhanced clearance from the Disclosure and Barring Service as well as a range of other safeguarding checks.

Any candidate selected for shortlisting, will be subject to an online search as part of our due diligence. Online searches do not form part of our shortlisting process, however any issues of concern that come up during an online search may be discussed with the candidate at interview

How to Apply

Applicants must have relevant qualifications and experience related to this role, please ensure that you meet the person specification before applying.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service and references. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

We ask that you do not send CVs. Please email your completed application to recruitment@theheathfamily.org.uk.

Application closing date: 3rd March 2026

Shortlisting Date: 4th March 2026

Interview Date: W/C 9th March 2026



About the Trust

Our work at The Heath Family Trust is rooted in our mission, our values and in a commitment to giving our pupils the best start in life. We collectively hold ourselves and each other to the highest standards. You will thrive in an environment that values **clarity** in communication and purpose, fosters **collaboration** across all levels, and champions a culture of **accountability**.

Academic rigour is our priority. We achieve this by ensuring our work is thorough and of the highest intellectual integrity.

✓ **WHY WE EXIST: A SHARED PURPOSE**

To empower our children to overcome barriers, be able to compete with the best, and shape the future.

✓ **HOW WE BEHAVE: THE HEATH FAMILY VALUES**

With kindness: we look out for each other.

With integrity: we do the right thing.

With tenacity: we do what it takes.

✓ **WHAT WE DO**

We lead schools in the North West to maximise attainment and nurture confident, resilient and compassionate individuals.

We Offer:



- ✓ An opportunity to work in a values driven organisation and be part of a welcoming and dedicated team
- ✓ Support and training so that you can flourish in your role
- ✓ Recognition of the importance of a work life balance and employee wellbeing
- ✓ Car lease scheme
- ✓ Cycle to work
- ✓ Appropriate pension scheme
- ✓ Employee Assistance Programme (EAP)

