

Support Staff Officer

Role Description

Role Purpose

The Support Staff Officer leads Dorset NEU's work with support staff members across schools and post-16 settings. The role ensures that the voices, working conditions, and professional needs of support staff are represented within Dorset NEU. It promotes fairness, dignity, and respect for the wide range of roles that support staff undertake.

Key Responsibilities

1. Representation of Support Staff Issues within Dorset NEU

- Act as Dorset NEU's lead representative for support staff, ensuring their perspectives influence district discussions, priorities and campaigns.
- Highlight sector-specific issues affecting support staff, including low pay, job security, role clarity, workload, term-time contracts, restructures, and pressures from budget cuts.
- Ensure the diverse experiences of support staff (e.g., TAs, HLTAs, pastoral staff, admin staff, technicians, cover supervisors, SEND support, site staff, etc.) are recognised in decision-making.

2. Communication & Engagement

- Maintain regular communication with support staff members and reps.
- Share NEU guidance, updates, pay information and resources relevant to support staff.
- Encourage support staff participation in Dorset NEU campaigns, ballots, CPD and meetings.
- Promote a sense of visibility, belonging and active involvement for support staff across the district.

3. Recruitment & Organising

- Support recruitment of new support staff members and engage existing members in workplace organising.
- Work with the District Secretary and organising teams to identify workplaces without reps and help build rep structures that include support staff.
- Promote collective action around issues such as workload, pay inequities, job evaluation, role creep and unsafe working practices.

4. Support for Workplace Reps

- Provide reps with relevant support-staff resources, updates and briefings.
- Encourage reps to access NEU training on organising, employment rights and equality.
- Help strengthen workplace activity by ensuring support staff issues are consistently raised.

5. Monitoring & Reporting

- Track local developments affecting support staff, including changes to contracts, restructures, staffing levels or role expectations.
- Provide updates at Dorset NEU meetings on support-staff issues, trends and organising opportunities.
- Liaise with the Regional Office to stay aligned with national support-staff campaigns and guidance.

6. Collaboration

- Work closely with the Dorset NEU District Secretary, Membership Secretary, Equality Officer, Post-16 Officer, and Branch Secretaries.
- Collaborate with workplace reps, organising teams and relevant community groups where appropriate.
- Ensure support staff are included in wider Dorset NEU equality work, campaigns, and professional development opportunities.

Skills & Attributes

- Understanding of the wide range of support staff roles in education (or willingness to learn).
- Strong communication and relationship-building skills.
- Ability to represent member views clearly, fairly and confidently.
- Sensitivity to pay, workload and contract issues faced by support staff.
- Commitment to NEU values of fairness, equality, respect and collective action.

Time Commitment

- Attendance at Dorset NEU meetings.
- Regular engagement with support staff members and reps.
- Participation in NEU training, regional briefings and relevant national support-staff events.