



Star

## STAR ACADEMIES

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### FAMILY & PUPIL ENGAGEMENT OFFICER

#### JOB DESCRIPTION

##### JOB PURPOSE:

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the academy into the wider community.

##### JOB SUMMARY:

1. Take the lead on family liaison and support, working closely with parents, pupils, and the wider community.
2. Establish and develop a professional service to support the academy in raising attendance, investigating persistent or severe absences and improving punctuality.
3. Be the operational lead for the Not School Engagement Centre & any associated attendance improvement strategies e.g. Amp It Up Programme.
4. Provide outstanding support to help pupils with persistent or severe absence, fully engage in school life and achieve excellent progress in their learning.
5. Support the Pastoral Team in maintaining, updating, and publishing whole-school records.
6. Be responsible for the exemplary maintenance of pupil records with a particular focus on attendance, admissions and medical records.
7. Support links with the community, families and local environment.

##### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

###### 1. Pupil Welfare & Attendance Administration

- 1.1 Manage a designated caseload, as allocated by the line manager, to support the school's aims and objectives.
- 1.2 Write reports and use other documentation as necessary and appropriate.
- 1.3 Contribute to and maintain accurate case records in line with policy requirements and best practice.
- 1.4 Support the effective monitoring of attendance for persistently or severely absent pupils by inputting daily absence data, preparing daily and weekly reports for staff, and liaising with and visiting parents to query and authorise absences.
- 1.5 Evaluate risk of harm and failure to protect children, reporting any concerns in line with safeguarding policy and procedures and ensure that all activities are conducted to ensure children's safeguarding is at the heart of all work undertaken.
- 1.6 Maintain a high standard of practice, maintain professional boundaries and work within the schools

policies and procedures.

- 1.7 Work collaboratively with external agencies to ensure the effective delivery of services that benefit families and the wider community.
- 1.8 Advise and assist families in obtaining all necessary benefits, payments, health care and all other services to which they are entitled, if an absence of these is acting as a barrier to school attendance.
- 1.9 Establish links and networks in the community to identify additional community support for families.
- 1.10 Work in a flexible manner to ensure maximum effectiveness of the service.
- 1.11 Chase up pupils who are missing from the NSEC provision, liaising with the Pastoral team to ensure the pupils whereabouts.
- 1.12 Establish the reasons for non-attendance, making contact with families in response to allocated referrals i.e. home visits and/or meetings in school.
- 1.13 Follow School Policy of 'first day contact' within the school and when directed, make follow up calls on targeted pupils, challenging all absences.
- 1.14 Ensure all unexplained absences are accounted for or where directed, send letters requesting an explanation.
- 1.15 Undertake and lead on home visits for a designated caseload as directed by the line manager. Speaking to families and pupils about attendance.
- 1.16 Keep clear and concise records of all attendance meetings for caseload.
- 1.17 Acquire and maintain a working knowledge of the statutory framework relating to school attendance, child employment, child protection and special needs, in order to be able to offer informed advice to parents, school staff, governors and others.
- 1.18 Liaise with the Pastoral team, DSL and SENDCO, arrange meetings with parents where attendance is a concern, record & log all meetings and send letters home on a half termly basis.
- 1.19 Carry out and complete all necessary checks for pupils requiring a CME referral, ensuring accurate verification and secure filing of all information, and undertaking home visits where necessary.
- 1.20 Look at new strategies to engage parents and pupils to improve attendance, through coordinating parent hubs / coffee mornings where possible, liaising with members of the pastoral team and outside agencies.
- 1.21 Undertake training on, utilise, and maintain Bromcom Attendance and Behaviour modules effectively.
- 1.22 Assist staff in contacting parents and pupils where necessary and liaising with staff on outcomes.
- 1.23 Support pupils in achieving a calm and positive start to each school day.
- 1.24 Provide pupils with a calm environment and support pupils to gain confidence in self-regulating.
- 1.25 Adapt or modify materials and resources to ensure full access to a broad and balanced curriculum.
- 1.26 Provide individual and/or small group intervention as directed.
- 1.27 Develop a positive relationship with pupils and promote self-esteem and independence.
- 1.28 Provide feedback to targeted pupils on their progress and attainment.
- 1.29 Contribute to planning opportunities for pupils to learn in out-of-school settings in line with the school's policies and procedures.
- 1.30 Support the delivery of relevant interventions to support learning opportunities and maximise pupil progress.

1.31 Undertake any other related duties and responsibilities as may arise.

## **2. Support for the School**

- 2.1 Be the operational lead for the Not School Engagement Centre & Amp It Up Programme.
- 2.2 Develop curriculum resources to ensure that all pupils within the NSEC, have the required levels of support.
- 2.3 Assist in creating a culture in which effective learning can take place.
- 2.4 Accompany teaching staff and pupils on visits, trips, out of school activities and enrichment programmes and take responsibility for a group under the supervision of a teacher, as required.
- 2.5 Record and produce accurate minutes of meetings as required by the school.
- 2.6 Maintain manual and computerised records using Management Information Systems if required.
- 2.7 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.8 Participate in training and professional development opportunities as required to fulfil the role.

## **3. Relationships and Communication**

- 3.1 Respond to staff, pupil, parent and other stakeholder queries in a timely and professional manner.

## **4. Other Responsibilities**

- 4.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 4.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 4.3 Contribute to the wider life of the Trust and the Star community.
- 4.4 Carry out any such duties as may be reasonably required by the Trust.

## **5. Records Management**

- 5.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

*This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'*



Star

## STAR ACADEMIES

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	5 GCSEs including English and Maths at grade 9-4/A*- C.	<b>E</b>	✓	
2.	A-Levels or equivalent qualification in school or business administration.	<b>E</b>	✓	✓
3.	First Aid (or a commitment to obtaining).	<b>E</b>	✓	
4.	Evidence of Continuous Professional Development.	<b>E</b>	✓	
<b>EXPERIENCE</b>				
5.	Experience of working with young people/ families. Advocating on behalf of children and families.	<b>E</b>	✓	✓
6.	Experience of working in partnership with other agencies.	<b>E</b>	✓	✓
7.	Experience of undertaking assessments and formulating support plans and delivering services in the community.	<b>E</b>	✓	✓
8.	Experience of using Bromcom or other Management Information Systems.	<b>D</b>	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
9.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	<b>E</b>	✓	✓
10.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	<b>E</b>	✓	✓
11.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	<b>E</b>	✓	✓
12.	Maintain a positive relationship with pupils, staff, parents and members of the community.	<b>E</b>	✓	✓

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
13.	Strong verbal and written communication skills.	E	✓	✓
14.	Hold a clean driving licence, have a category D1 on licence and have a willingness to drive the school minibus.	E	✓	✓
15.	Ability to motivate and challenge families to change behaviour.	E	✓	✓
16.	Ability to develop, implement and co-ordinate support plans.	E	✓	✓
17.	Ability to devise and deliver a support package based on and tailored to meet the needs of a family.	E	✓	✓
18.	Ability to plan, evaluate and prioritise work with families.	E	✓	✓
19.	Ability to maintain accurate records, assessment reports and follow administrative procedures.	E	✓	✓
20.	An understanding of causes and effects of stress on families and issues affecting adolescents.	D	✓	✓
21.	Knowledge of the problems/ issues faced by young people/ families from socially and economically disadvantaged groups.	E	✓	✓
22.	Basic understanding of adult and child protection issues.	E	✓	✓
23.	Understanding of the role of other agencies / professionals.	D	✓	✓
<b>PERSONAL QUALITIES</b>				
24.	A passionate belief in the school's mission statement.	E	✓	✓
25.	Strong team working skills.	E	✓	✓
26.	Highest levels of professional and personal integrity.	E	✓	✓
27.	Excellent interpersonal skills.	E	✓	✓
28.	Personal resilience, persistence and perseverance.	E	✓	✓
29.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
30.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
31.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
32.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
33.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
34.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
35.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
36.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓