

The Special Partnership Trust

A community which aspires together

Delivered by:

An ambitious, inspirational partnership of outstanding learning.

Achieved by:

An integrated Trust with strong leadership at all levels in delivering outstanding educational outcomes, empowering pupils, parents, and staff to strengthen our community even further.

JOB DESCRIPTION

Job Title:	Family Engagement Co-ordinator
Salary:	£26,744.00 FTE – Actual Salary £21,527.43 (41 working weeks)
Base:	Doubletrees School
Hours:	32.5 hours per week Monday – Friday 09:00 – 16:00

Main Purpose of Job:
<p>We are seeking a compassionate and dedicated individual who has excellent administrative skills to join our team. This role plays a crucial part in fostering positive relationships between the school and the families of our students. Training and support is provided, and hours can be discussed.</p> <p>As the Family Engagement Co-ordinator, you will work closely with families, supporting them throughout their journey with the school and promoting their involvement in their child's education. You will also be working within the admin team supporting with general administration duties within the school.</p> <p>You will be IT competent and will have high standards of verbal and written communication. A passion and desire to provide parent/carers with a supportive learning and education community in which to thrive and grow is essential.</p>

Main Duties and Responsibilities:
<ul style="list-style-type: none"> • Develop and maintain positive, supportive relationships with families, acting as a first point of contact for parents and carers. • Leading and embedding a whole school approach to the parent/carer engagement strategy. • Parental Involvement: Promote and encourage active participation of families in school life, including events, meetings, and educational activities. • Provide emotional and practical support to families, offering advice and directing them to relevant services or resources when necessary. • Take the lead as the primary professional in multi-agency team meetings, ensuring accurate documentation of all discussions and actions. • Regularly communicate with families about their child's progress, well-being, and any school-related matters, using various channels such as meetings, phone calls, and written updates. • Organise and facilitate workshops, training sessions, and information evenings to support parents and carers in understanding their child's needs and how best to support them at home. • Welcome families into school to participate in and contribute to their child's learning. • Work in collaboration with external agencies, including social services, health professionals, and local authorities, to ensure families receive comprehensive support. • Lead consistent and transparent two-way communication, utilising newsletters, text alerts, the school website, and social media platforms.

- Ensure that all concerns, questions, and complaints from parents and carers are addressed promptly, professionally, and courteously.
Take proactive steps to eliminate barriers to understanding, such as avoiding jargon and ensuring information is clear and accessible.
- Provide continuous professional development (CPD) opportunities for school staff, focusing on enhancing parent engagement and fostering positive relationships.
- Facilitate parental representation, ensuring parents have a platform to express their views and that these perspectives are considered in policy decisions impacting their children's education.
- Offer practical “toolkits” and resources to guide parents in supporting their children's learning effectively.
- Encourage parents to actively participate in celebrating student achievements, through events such as open days and sharing assemblies.
- Provide guidance on practical childcare and parenting strategies, with a focus on supporting the emotional needs of children.
- Ensure the school website is regularly updated, including current, relevant contact information for families.
- Liaise with families to provide support during transitional periods, including the admissions process, ensuring a smooth transition for both pupils and families.
- Coordinate home/school transport arrangements in collaboration with the PTU at the Local Authority, maintaining communication between transport providers, parents, and staff regarding any transport-related concerns.
- Manage the school’s text communication service and social media accounts, ensuring timely and effective communication with families.
- Contribute to the wider administrative team, providing reception cover and offering general administrative support to staff and school operations.
- To attend and minute school meetings as required.
- Always ensuring the school’s safeguarding policies and procedures are followed.
- Accurately reporting any safeguarding concerns and following up actions in a timely manner.
- Follow professional escalation procedures to report concerns where necessary, ensuring the appropriate response and support is provided.

General – applicable to all Trust roles

- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the academy’s and the Trust’s pupils at all times
- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of occasional work at other sites within a reasonable travel distance.
- To adhere to Trust values and behaviours.
- To be aware of and adhere to all Trust policies and procedures.
- To be responsible for your own continuing self-development and attend meetings as appropriate.
- To undertake other duties appropriate to the post as required.

Person Specification:			
	Essential	Desirable	Recruiting method
Education and Training	Attainment of 5 GCSE's A-C (or equivalent) including English and Maths.	<p>A further qualification at Certificate or Diploma level.</p> <p>Safeguarding training</p> <p>Makaton / Augmented Assisted Communication.</p> <p>ICT competency qualification.</p>	Application
Skills and Experience	<p>Excellent administration skills.</p> <p>Exceptional interpersonal skills, communication skills and a commitment to team working.</p> <p>Ability to organise and run positive meetings between parents and pupils.</p> <p>Ability to work in a collaborative way to manage the diverse needs of pupils and families.</p> <p>An understanding of the needs of children and young people.</p> <p>Skills in mediation, negotiation and problem solving.</p> <p>Highly competent ICT skills including minute taking.</p> <p>Competency in using Social Media platforms for promotion of the school.</p> <p>Confident and able to be assertive when necessary.</p> <p>The ability to organise work and to take effective decisions while working under pressure.</p>	<p>Understanding the needs of children and young people with complex emotional, social, mental health, medical needs and behavioural difficulties.</p> <p>Relevant experience of work with families, including parents, pupils and other professionals and agencies.</p> <p>Chairing and minute taking at multi-agency meetings.</p>	Application/ Interview
Specialist Knowledge and Skills	Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people.	Knowledge of inter-agency provision which support schools and families.	Application/ Interview

	Proactive at engaging stakeholders.	To be mental health literate. Ability to work to increase the protective factors in the school culture to prevent adverse childhood experiences from becoming mental and physical health problems.	
Behaviours and Values	<p>An understanding of how to respond to children who are vulnerable and in a state of distress in order to help them to develop strategies to improve self-regulation.</p> <p>An understanding of how to work effectively with parents.</p> <p>Able to demonstrate an awareness, understanding and commitment to equal opportunities.</p> <p>Able to work in non-judgemental and empathetic manner.</p>		Application/ Interview

Special Conditions related to the post

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

Successful applicants must be suitable to work with children and will need to undertake the following before commencing employment:

- Enhanced Disclosure & Barring Service (DBS) Certificate with barred list information
- Receipt of two satisfactory employer references one of which must be from your current or most recent employer
- Satisfactory verification of relevant qualifications
- Satisfactory health check

All employees will be required to undertake mandatory training required by the Trust.

Trust Benefits

Our Trust is committed to providing employee benefits that motivate and reward our employees. Our benefits include:

- A competitive salary
- You will be eligible to join the local government pension scheme/Teachers pension scheme
- 29 days annual leave per year (pro rata), plus bank holidays
- Extra Special Rewards Portal, providing staff with discounts, special offers and cash back opportunities
- Employee Assistance Programme providing a support network, advice and guidance 24/7
- Simply Health Optimise Health Plan – helping staff claim money back towards the cost of healthcare treatments and providing access to counselling services/health checks and wellbeing tools via an App
- Occupational Health support and access to Thrive, (NHS approved mental wellbeing app)
- Cycle to Work scheme
- Long Service Awards
- Family friendly policies/Flexible working
- Continued professional development support and apprenticeship opportunities