



# CANDIDATE PACK

Family Liaison Officer



**Start date:**  
ASAP

**Location:**  
Heron Road  
London  
SE24 0HZ



# About Us

Heron Academy a SLD/ PMLD with complex needs school, committed to providing outstanding education to young people.

At Heron, we aim to enrich lives, by providing a secure, caring and supportive environment where our pupils are valued, understood, respected and challenged.

We strive to deliver a curriculum that promotes lifelong learning and stimulates pupils' creativity through specialist technology and high-quality learning experiences in school and the community.

We believe every pupil has the right to achieve their full potential, and our commitment to a strong partnership with all stakeholders is the key to this success. We welcome you on this journey as we endeavour to provide the best quality education for our pupils.

HERON  
ACADEMY





# About the Trust

Our school is part of London South East Academies Trust - a multi academy trust sponsored by London South East Colleges. In 2024 the Trust was formally recognised and awarded as the TES Small Trust of the Year.

Our vision is to create a future where every child, in every school, can flourish every day.

- Give all children an inspirational school offer
- Ensure the educational achievement of every child and young person entrusted to us.
- Have a relentless focus on accelerating learning
- Reward ambition and high aspirations through all of our schools

Read more on the trust website:  
[LSEAT.co.uk](https://LSEAT.co.uk)

# Our Values

Heron Academy is a place where pupils flourish. We put the pupil's needs at the heart of everything we do. Providing lifelong learning opportunities for all.

**Communication** is at the heart of all we do, to ensure all our pupils have a voice.

**Consistency** creates reassurance, which provides a sense of control.

**Commitment** - We are here for you! Helping us stick to our goals and clarifying our vision.

**Confidence** helps us try again. It helps us feel ready for life's experiences.

**Challenge** - By challenging yourself and others, you push the boundaries of what you and they can achieve. Challenges build confidence, resilience, and motivation.

**Compassion** - We are kind to each other.

# Job Description

**Job title: Family Liaison Officer**

**Salary: LC21 to LC24 on the Lambeth Council payscale**

**Contractual Hours: 35 hours per week**

**Contractual Weeks: Term Time Only**

**Position Status: Permanent**

**Reporting to: Designated Safeguarding Lead**

## About our vacancy

At Heron Academy we are seeking especially gifted and talented individuals who can build positive relationships with families and support pupils with severe and complex learning difficulties to thrive both in school and at home.

We are seeking to appoint a highly organised, proactive and committed Family Liaison Officer to join our dedicated team. The ideal candidate will preferably have experience of working with children and families within a SEND environment, demonstrating empathy, resilience and excellent communication skills.

Demonstrating your passion for education, care and inclusion, you will be a welcoming presence to pupils, families, peers and stakeholders, balancing a range of responsibilities while supporting strong partnerships between home and school.

**We offer a comprehensive and bespoke CPD programme throughout the year and have a good record of upskilling staff at all levels. As all children have an EHCP and are working significantly below age-related expectations, the role is more likely to suit those who are trained/experienced within Early Years, Primary or Special settings.**



# Job Description

## Main Purpose of the Job:

- The post holder will be accountable to the DSL
- To achieve the highest possible levels of attendance and well-being for all pupils at Bromley Beacon Academy.
- To support the Senior Leadership Team in creating lasting improvement in the quality of provision through attendance with professionalism and high expectations.
- To develop systems to ensure all key performance indicators are able to be measured appropriately on a regular basis



## Key Responsibilities:

To contribute to the development and improvement of academy life for all pupils through effective safeguarding procedures

## Attendance

- To work in collaboration with SLT on pupil welfare and attendance.
- To manage and take a lead on all multi agency working concerning pupil welfare within academy, liaising directly with SLT when required.
- To work with the Attendance Officer to monitor the attendance of all pupils at Heron Academy daily and liaise directly with SLT/ external agencies when required using relevant data to report to key personnel.
- To support the Attendance Officer in carrying out daily attendance calls, prioritising CLA, CP and CIN pupils.
- Work with the most troubled families, providing necessary support and guidance and provide pathways to specific multi agency teams.
- To work with the Designated Safeguarding Leading in monitoring all Safeguarding concerns at Heron Academy on a daily basis, liaising directly with SLT/external agencies when required.
- To include attendance at the safeguarding forum each week and providing minutes as required.
- To be an initial point of contact for safeguarding issues for pupils, parents/ carers, staff and other key stakeholders.
- To liaise with parents/ carers as point of contact for support/ welfare issues and attendance issues, including CAF and Social Care issues within academy.
- Advise the SLT/ external agencies on any action that may be required regarding any pupil within Heron Academy.

- To be available for pupils/ parents/ carers at Heron Academy before and after school each day.
- Support induction of new pupils and their parents/carers, including both academic and SEMH assessments, in conjunction with the therapy team.
- To attend necessary training to support CPD for their role within the academy.
- Attending all meetings both Heron and externally

## Contacts and Relationships

- To work in partnership with a range of agencies and providers as appropriate to deliver an outstanding provision in regards to safeguarding pupil welfare and attendance.
- To work with the SLT on the Heron development plan and any other academy wide plans as directed.
- To attend team meetings and participate in activities that support the senior leadership team in the maintenance of discipline and ethos.
- To assist and support other members of staff to ensure the smooth running of Heron ,including involvement in offsite activities.

## General Duties

- To carry out the duties and responsibilities of the post in accordance with Heron Academy's policies and relevant to health and safety guidance and legislation.
- To use IT systems as required to carry out duties of the post in the most effective manner
- To participate in performance management and undertake training and professional development as appropriate.
- To undertake other duties appropriate to the post that may reasonably be required by SLT.
- To ensure that all services within the areas of responsibility are provided in accordance with Heron's commitment to high quality provision.
- At all times carry out the responsibilities of the post with regard to Heron's Equal opportunity policies.
- Attend school-based meetings and complete relevant administrative tasks
- Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of Heron Academy.
- Be physically fit and prepared to undertake positive handling training with all staff as required by the SLT.
- Be prepared to use, and support other staff, using positive handling techniques as a last resort in conflict management.

## Health and Safety

- To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with Health & Safety legislation.
- To promote the protection and safeguarding of learners through the active implementation of relevant school policies and procedures with particular reference to: child protection policy, positive handling policy, behaviour policy and the staff code of conduct, and to raise any concerns relating to such procedures which may be noted during the course of duty.
- You will be required to have a valid Enhanced DBS disclosure that will be rechecked every 3 years.

## General requirements

**Safeguarding:** Demonstrate a clear commitment to safeguarding and promoting the welfare of children and young people, adhering to all policies and statutory guidance, and reporting concerns promptly in line with our procedures.

**Equity, Diversity and Inclusion:** Promote an inclusive culture that values diversity, ensures equality of opportunity, and challenges discrimination in all its forms.

**Health and Safety:** Take reasonable care for your own health and safety and that of others, complying with all relevant policies, procedures and risk assessments.

**STARS Values:** Consistently model and promote the our STARS values, contributing positively to our culture and reputation.

**Sustainability:** Support our commitment to environmental sustainability through responsible use of resources and sustainable working practices.

## What a day looks like at Heron Academy

The day begins at 8.30am, and you will work with your team to ensure that the learning areas are prepared prior to the pupils' arrival. You will assist pupils in their transition from the bus to the classroom.

During the Morning Routine, you will conduct Circle Time, encourage pupils to sing and dance, and check in on their wellbeing.

Lunch time presents pupils with an opportunity to take part in sports, music, dance, sensory activities and reading. Many pupils complete their Daily Mile around the playground prior to their afternoon sessions. You'll take a 30 minute lunch break in our staff room or offsite.

In the afternoon pupils take part in Community Learning, Art, Independence, PE, Drama, Yoga, swimming, Enterprise, ending with Story Time before preparing to go home at 3.20pm. Teaching assistants then work to capture learning highlights using Evidence for Learning, record CPOMs, and complete CPD. On Wednesdays, between 3.30pm and 4pm, Whole School Training is carried out.

Whole School Assemblies take place every Friday between 2.50pm and 3.15pm, and the school day for Teaching Assistants ends at 4pm.

## What we offer

- Friendly, enthusiastic, delightful pupils and students who teach us something new every day
- A committed and caring staff team who support and develop each other
- A proactive and supportive SLT who are actively mindful of workload
- A collaborative approach to planning and problem-solving
- A comprehensive induction and an ongoing extensive CPD programme
- Opportunities to develop your skills and talents
- Small class sizes with high staff/pupil ratio
- Free parking on site
- Advantages of belonging to a multi-academy trust, e.g. discounts on gym and wellbeing services, access to free and confidential Occupational Health and Employee Assistance Programmes
- Free financial and mortgage advice for employees
- Excellent pension schemes, including employer contributions to the Teachers' Pension Scheme, Local Government Pension Scheme, or Nest
- Professional development, with access to high-quality training, leadership development, and career progression opportunities
- Employee Assistance Programme, providing free, confidential support
- Travel Support, with an annual season ticket loan and cycle-to-work scheme
- Wellbeing and Lifestyle Benefits, including access to gym discounts, discounts in our in-house college restaurant, and reduced-price hair and beauty treatments
- Free mortgage and financial advice - Get 15% off wills with Radnew and Mortgages.

# Person specification

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications in Safeguarding		X
<b>Skills &amp; Experience</b>		
Experience of leading on attendance within an educational provision		X
Excellent communication skills	X	
Experience of working with young people within a school environment	X	
<b>Skills &amp; Abilities</b>		
Ability to interpret data	X	
The ability to take appropriate action with identified poor attending or vulnerable pupils	X	

To be flexible and adaptable	X	
Willingness to undertake training as required to fulfil role	X	
Ability to present to different audiences		X
Ability to promote the ethos of the academy	X	
To be positive and committed to inclusive education	X	
To be a good team player	X	
Competent IT skills	X	
A desire to establish, develop and embed structures, systems and procedure that will create an outstanding academy.	X	
An understanding of national developments in the area of SEMH		X

Ability to build effective working relationships with a range of partners and stakeholders.	X	
Ability to motivate colleagues and learner through a positive and professional attitude	X	
Strong interpersonal skills and an ability to communicate clearly both orally and in writing		X
Ability to use key aspects of ICT to present data	X	
Ability to prioritise competing demands	X	
Ability to work as part of a team	X	

# How to apply

If you wish to discover more about this exciting opportunity, request a copy of this candidate pack or an application form, please view our vacancies page [here](#).

