



Star

STAR ACADEMIES

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

FAMILY LIAISON 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 school into the wider community.

JOB SUMMARY:

1. Lead on family liaison and support working with parents, students, and the wider community.
2. Conduct home visits to students to promote school attendance.
3. Conduct parental meetings to ensure that student barriers to attendance are explored and appropriate intervention and challenges occur to promote school attendance.
4. Establish and develop a professional service to support the school in raising attendance, investigating persistent absences and improving punctuality.
5. Support the Pastoral team with the updating and publication of the whole school records.
6. Provide administrative and clerical support for all aspects of Attendance teams, Student Welfare and pastoral support.
7. Be responsible for the exemplary maintenance of student records with a particular focus on attendance, admissions and medical records.
8. Support links with the community, families and local environment.
9. Support the Admissions team to ensure that students new to the school, start well and flourish.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Student Welfare Administration: Attendance, Admissions and Medical

- 1.1 Be responsible for a caseload as allocated by a line manager to meet the aims and objectives of the school.
- 1.2 Write reports and use other documentation as necessary and appropriate.
- 1.3 Contribute to and maintain case records as they are required by policy and good practice.
- 1.4 Support the effective monitoring of attendance through inputting of daily absence data, preparation of daily/weekly reports for staff and visiting and liaising with 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 policies and procedures.
- 1.7 Work in partnership with other partner agencies to ensure effective delivery of the service to the benefit of the family and the community.
- 1.8 Advise and assist families in obtaining all necessary benefits, payments, health care and all other services to which they are entitled.
- 1.9 Establish links and networks in the community to identify additional community support for the families.
- 1.10 Work in a flexible manner to ensure maximum effectiveness of the service.
- 1.11 Undertake any other related duties and responsibilities as may arise.
- 1.12 Ensure all registers are completed at the allocated time, If registers are not taken then to chase up the member of staff involved to ensure the register is taken, Ensuring at the end of each day there are no missing marks and all registers are completed correctly.
- 1.13 Where needed, input paper registers on to the Bromcom system.
- 1.14 Chase up students who are missing from the register liaising with the Pastoral team to ensure the students whereabouts.
- 1.15 Establish the reasons for non-attendance, making contact with families in response to allocated referrals i.e. home visits and/or meetings in school.
- 1.16 Follow School Policy of 'first day contact' within the school and when directed make follow up calls on targeted students, challenging all absences.
- 1.17 Ensure all unexplained absences are accounted for or where directed, send letters requesting an explanation.
- 1.18 Undertake and lead on home visits as designated by the Attendance Manager. Speaking to families and students about attendance.
- 1.19 Print off the official registers and filing away on a regular basis once all codes have been checked.
- 1.20 Keep clear and concise records of all attendance meetings for the Attendance Manager.
- 1.21 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.
- 1.22 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.
- 1.23 Efficiently process the administration of extended leave absence requests from parents.
- 1.24 Identify and issue Penalty Notice warning letters to parents where appropriate. Monitoring over a set period of time and complete paperwork were required to request statutory action.
- 1.25 Complete and make the relevant checks for students who require a CME referral, ensuring accurate checks and filing of all information. If needed home visit to take place.
- 1.26 Monitor and follow up on the attendance of students on managed moves and off-site provisions, ensuring registers are collected and filed on a weekly basis.
- 1.27 Run the weekly data & PA figures look at attendance patterns and evaluate data, share with the Pastoral team, input data into form notices and update attendance student display boards.

- 1.28 Explore and implement new strategies to engage parents and students to improve attendance, including coordinating parent hubs or coffee mornings where appropriate, and liaising with members of the Pastoral team and external agencies.
- 1.29 Undertake training on, utilise and maintain Bromcom Attendance and Behaviour modules effectively.
- 1.30 Provide administrative support in organising safety procedures, including fire drills.
- 1.31 Assist staff in contacting parents and students where necessary and liaising with staff on outcomes.
- 1.32 Keep accurate records of the in-year admissions process.
- 1.33 Liaise with Heads of Department in advance of admissions to identify classes / sets.
- 1.34 Liaise with pastoral, safeguarding, child protection colleagues as part of the admissions process as required.
- 1.35 Liaise with other schools as part of the admissions process in order to obtain information.
- 1.36 Administer first aid to students & support the welfare of students who are ill or require medical attention.

2. School Administration

- 2.1 Provide administrative support to the organisation and arrangement of school events.
- 2.2 Undertake minuting of meetings as required by the school.
- 2.3 Maintain manual and computerised records using Management Information Systems if required.
- 2.4 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.5 Participate in training and professional development opportunities as required to fulfil the role.

3. Relationships and Communication

- 3.1 Undertake attendance duties including answering telephone and responding to standard queries.
- 3.2 Respond to staff, student, 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'



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PERSON SPECIFICATION

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

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 willing 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.	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	✓	✓
PERSONAL QUALITIES				
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	✓	✓