



# Sheffield Springs Academy

The best in everyone™

Part of United Learning

**Briefing Pack for Applicants**

**Family Liaison Officer**

**October 2024**

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## Section 1 - Post Advertisement



<b>Job title:</b>	Family Liaison Officer
<b>Location:</b>	Sheffield Springs Academy, Hurlfield Road, Sheffield, S12 2SF
<b>Starting salary:</b>	FTE £31,000 gross per annum (actual of £26,749.42 for 39 weeks)
<b>Start Date:</b>	As soon as possible
<b>Contract:</b>	Permanent, Full-Time, 39 weeks (term-time only)

Sheffield Springs Academy is seeking to appoint a dynamic and enthusiastic Family Liaison Officer.

The role focuses on fostering strong relationships between parents, carers, and pupils to encourage parental involvement in school activities. It aims to support families facing challenges affecting attendance by assessing their needs and providing direct assistance. This position complements school staff efforts to help students overcome barriers to learning and improve their attendance, particularly for those with persistent absences.

The academy is part of United Learning, a national group of schools and academies. Sheffield Springs Academy is an 11-16 secondary school serving the Park, Manor and Castle wards of Sheffield. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.

This is an excellent opportunity to join an Ofsted rated 'Good' academy. The academy is part of United Learning, a national group of schools and academies. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost. Our school has motivated, ambitious students with a high percentage of our students going on to attend Russell group universities.

United Learning is one of the largest and most successful Trusts in the country who offers unrivalled Continuing Professional Development (CPD) and training, including opportunities for nationwide networking.

The city of Sheffield itself is a vibrant place to live and work with two universities and a range of entertainment opportunities alongside the access to the beautiful Peak District within a 20-minute commute. Quality of life is routinely ranked highly, and it is one of the greenest cities in Europe: [Welcome to Sheffield](#)

### We are looking for someone who:

- Is reliable, highly motivated and self-driven.
- Shares our moral purpose of ensuring that all our young people receive the best education possible in a supportive environment from people who care about them.
- Someone who is resilient, dynamic, and passionate about improving the life chances of all children in our community but also displays humility and a reflective approach to improvement.
- A team player with strong communication skills.

## **We will offer you:**

- Highly competitive salary. We pay an average of 5% above national scales, the best rates of pay in the sector.
- Excellent facilities and resources.
- Access to an outstanding professional development programme.
- At least one personal leave day a year.
- Polite, respectful and dedicated students who want to learn and fulfil their potential.
- Colleagues who are supportive, friendly and who are committed to each other's professional development.
- A chance to become part of one of the largest groups of academies in the country.
- Opportunities to work collaboratively with colleagues in other schools within the Yorkshire cluster and across United Learning.
- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions.
- Access to training through the Apprenticeship Levy.
- Generous staff discount scheme.
- We are open to requests for flexible or part-time working; and we encourage open and regular conversations about work-life balance.

If you possess these qualities and share the academy's vision, then we will be delighted to hear from you. Please refer to the job description and person specification for further details.

To apply, please click the 'Apply Now' button at the top of the advert on our website using the following link to our vacancies page: [Sheffield Springs Academy Vacancies](#) and complete our online application form. Please note that CVs are not accepted. **The closing date for this post is midnight Sunday 17 November 2024. Interviews will take place soon after.**

**If you would like to discuss this exciting opportunity, please contact [hr@unitedlearningyorks.org.uk](mailto:hr@unitedlearningyorks.org.uk)**

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, health, right to work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

## Section 2 – United Learning

Sheffield Springs Academy is part of United Learning which is a large and growing group of schools aiming to offer a life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better, we provide good career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call ‘the Best in Everyone’.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out ‘the Best in Everyone’. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

## Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of three Secondary Academies: Barnsley Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as Perkbox, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore  
Regional Director  
United Learning

## Section 4 – Letter from the Principal of Sheffield Springs Academy



Dear Candidate

Thank you very much for your interest in the role at Sheffield Springs Academy. The school itself is a fantastic place to work and a brilliant place to learn. Our values are respect, excellence, ambition and pride; if you join our academy, you will see these demonstrated in all aspects of academy life and by all members of our wonderful team.

### **The team**

I am extremely proud to be the Principal of Sheffield Springs Academy, I have worked at the academy for over 15 years and many colleagues have been here longer than this still; I believe this shows the team ethos and community-feel of our academy. The team are deeply invested in our students and new employees are warmly welcomed into this team.

### **Where we are and where we're going**

Sheffield Springs Academy is an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all our students and our staff team, we are embarking upon a journey towards becoming a great school. As part of this journey, we are creating an academic culture that is warm, disciplined and joyful and ensures impeccable behaviour. We aim for a culture that means teachers can teach and students can develop their knowledge.

We are committed to staff wellbeing and have a wide-reaching wellbeing programme in place, we listen to the views of our staff team, and we strive to make Sheffield Springs a brilliant place to work. We hold celebration briefings, ensure early finishes on INSET days, have a realistic marking policy, calendar in meeting-free-weeks and host a range of wellbeing activities to make sure staff have the time and support they need to fully support our pupils.

### **Location**

Our academy is located at one of Sheffield's highest points, with incredible views across our catchment area directly to Stanage Edge, Hathersage and beyond into the Peak District. We are less than 30 minutes from the beautiful Peak District National Park, only 15 minutes away from the M1 motorway network and just a 5-minute walk to the nearest Supertram stop which provides efficient links to all areas of the city. Sheffield is a vibrant and diverse city; we are incredibly lucky to be in such a fantastic location which offers so much.

Applying for a new job is a huge investment of time and energy. I would encourage you to seek out any information you need in order to make the important decision to apply, and I welcome visits to our school in advance of applications wherever this might be helpful.

I wish you the very best with your application and thank you for taking the time to consider Sheffield Springs Academy as a place of employment.

Best wishes,

Claire Cartledge  
Principal  
Sheffield Springs Academy

## Section 5 – Job Description



### Job Description

<b>Post title</b>	Family Liaison Officer
<b>Salary</b>	Band 3 FTE £31,000 gross per annum (actual of £26,749.42 for 39 weeks)
<b>Responsible to</b>	Assistant Principal – Behaviour
<b>Responsible for</b>	No line management responsibilities involved in this role.
<b>Role purpose</b>	<p>To establish and maintain good relationships with parents/carers and pupils. Encourage parental involvement in the school and its activities and provide a link between home and school.</p> <p>To maximise the reach to families and children whose attendance has been affected by vulnerable circumstances, assessing their needs and providing direct support to those families.</p> <p>To provide a complementary service to staff, addressing the needs of pupils who require assistance in overcoming barriers to learning in order to achieve their full potential and accessing the curriculum through improved school attendance.</p> <p>To provide a specialist service to assist the school in meeting their obligations and targets in relation to school attendance, especially persistent absence.</p> <p>To promote positive attitudes by pupils and families towards education and to ensure that parents/carers are made fully aware of their statutory responsibilities.</p> <p>To make unsupervised contact with families in their own homes and elsewhere to assess the reasons impacting on the attendance of individual pupils, facilitating their return or access to regular full time education provision.</p>
<b>Relevant qualifications</b>	<p>GCSE or equivalent in English and Maths (minimum grade 4 or equivalent)</p> <p>Level 3 or equivalent qualification in a relevant field.</p>

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning Trust and academy policies and procedures, and within the legislative framework applicable to academies.



## Role Summary

The role focuses on fostering strong relationships between parents, carers, and pupils to encourage parental involvement in school activities. It aims to support families facing challenges affecting attendance by assessing their needs and providing direct assistance. This position complements school staff efforts to help students overcome barriers to learning and improve their attendance, particularly for those with persistent absences.

## Key Responsibilities

### Key Accountabilities:

- To work with parents to identify when their children are experiencing problems or barriers to learning. Ascertain causes and suggest/assist in the implementation of plans/action to resolve the situation. To complete parenting contracts and review regularly.
- Organising workshops for parents to support parents such as positive parenting courses.
- To support parents, voice any concerns that they may have, monitor requests and record outcomes.
- To work with a range of vulnerable pupils but give priority to those who need the most help, especially those experiencing multiple disadvantages including Looked After Children, Children who have social care involvement - CIN, CP or who are receiving Early Help Services.
- To prioritise working with pupils whose attendance is affected through emotional, medical or special needs, liaising with the SEND and Inclusion department.
- To advise the school on strategies to promote the regular and punctual attendance of all pupils and assist with the implementation of the strategies.
- To meet with staff and pupils to identify individual problems and find appropriate solutions.
- To make unsupervised contact with parents/carers in response to home visits and /or meetings.
- To make home visits to talk to parents about issues and to offer advice about strategies and refer to multi agencies where appropriate e.g., complete the Early Help Referral form with parents.
- To organise transition activities for pupils who have attendance issues in primary school to support them when moving to secondary schools.
- To establish the reason for non - attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- To liaise and work with other professionals i.e., Police, Social Services, Housing, Health, educational psychologist and any other statutory and voluntary organisations.
- To keep clear and concise records of all consultations and to write reports i.e., annual action plan and summaries, as required for the school.
- To manage and prioritise your own workload in line with service requirements.

- To acquire and maintain a working knowledge of the statutory framework relating to school attendance in order to be able to offer informed advice to parents, school staff and others.
- To support the pastoral team in advising the school on all matters relating to attendance and help to develop work processes to improve school attendance.
- To attend parent's evenings to support families and pupils and advise parents on attendance matters, behaviour strategies and parenting skills where appropriate.
- To work on initiatives which raise the awareness of school staff, parents and the community on the importance of school attendance.
- To plan and facilitate structured activities, supporting pupils to make appropriate use of unstructured times including lunch times.
- To create dedicated resources to engage under-represented groups and promote attendance to families where English is not their first language and/or who may experience a range of needs.
- To provide families with accurate information on their rights, roles and responsibilities range of options and agencies that are available.
- To plan support to ensure the best use of time ensuring that the appropriate type of support is offered for the enquiry and throughout all casework actively empowering families to develop confidence and skills to advocate for themselves.
- To complete all necessary paperwork that is required within the role including referrals, always ensuring data protection and GDPR compliance.

## General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the team.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent the academies at events as appropriate.
- To support and promote academy and United Learning's ethos, playing a part in strengthening relationships between academies and with central office.

- To be aware of, and comply with, United Learning’s policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- To actively participate in continuous professional development and act as a positive role model across the academies and Trust.
- The above duties are not exhaustive, and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Executive Business Manager and Human Resources.
- This job description will be kept under review and may be amended via consultation with the individual, Executive Business Manager and Human Resources as required.

## Information

This post may require the post-holder to have a degree of flexibility and willingness to work outside of normal working hours.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore, been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post-holder.

Elements of this job description and changes to it may be negotiated at the request of either the post-holder or the incumbent of the post.

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I accept my job description and job title as detailed above.

<b>Name (print)</b>	
<b>Sign</b>	
<b>Date</b>	

## Section 6 – Person Specification



### Person Specification

<b>Post title</b>	Family Liaison Officer		
<b>Salary</b>	Band 3 FTE £31,000 gross per annum (actual of £26,749.42 for 39 weeks)		
<b>Education and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	
GCSE or equivalent in English and Maths (minimum grade 4 or equivalent)	X		
Level 3 qualification in a relevant field	X		
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Good practice procedures for working with vulnerable children and families.	X		
Mentoring people in a progression setting.	X		
Ability to plan and deliver group work.	X		
Ability to liaise with staff to embed and develop careers education within curriculum and wider school.	X		
Experience working with young people.	X		
Experience working with individuals from a range of backgrounds including SEND.	X		
<b>Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>	
Awareness of 11-16 education setting.	X		
Excellent verbal and written communication skills.	X		
Excellent time management and organization skills.	X		
Willingness to stay abreast of national developments in education and contribute to developing resources to reflect the changing landscape.	X		
Good practice relating to equal opportunities.	X		
Demonstrate understanding of children and families and the challenges that they can face (e.g. ACE, early childhood trauma).	X		
Ability to keep excellent administrative records.	X		
Ability to relate well to students, staff and parents in a professional manner.	X		
Ability to use ICT programmes on a day-to-day basis.	X		
<b>Teamwork</b>	<b>Essential</b>	<b>Desirable</b>	
Recognises the contribution and achievement of colleagues.	X		
Keeps colleagues, stakeholders and/or customers informed of progress.	X		
Treats others fairly, openly and consistently.	X		
Expresses disagreement or challenges views calmly, constructively and tactfully.	X		
Supports and co-operates with colleagues.	X		
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>	
Maintains confidentiality and discretion	X		
Able to make connection between their work and the benefits to students.	X		
Good written and verbal communication skills.	X		
Ability to prioritise and manage workload while maintaining a flexible response to urgent requests.	X		

Establishing and maintaining high standards and expectations.	X	
Good interpersonal skills and ability to work with staff and stakeholders at all levels.	X	
Organised and good attention to detail.	X	
High expectations of self.	X	
The ability to act on advice and be open to coaching.	X	
A commitment to extra-curricular activities.	X	
A continued interest in developments in teaching and learning.	X	
The ability to motivate others.	X	
The ability to establish effective working relationships with individuals, groups and organisations.	X	
The ability to remain calm and diffuse situations.	X	
The demonstration of a concern for excellence in one's professional work and the achievement of students.	X	
A commitment to support the school's aims, vision and ethos.	X	
Adaptability and resilience, with the ability to cope with periods of work pressure with good humour and a sense of proportion.	X	
Energy and commitment to professional responsibilities and to the betterment of all students.	X	
A willingness to contribute to the wider life of the school.	X	

## **Section 7 – The Appointment Process**

These notes are intended to guide you when making an application.

### **The Application Form**

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

### **Education and Training**

State your qualifications and any training you have undertaken relevant to the post.

### **Present Appointment**

Make it clear what your present post is, which establishment you work in and who your employer is.

### **Previous Appointment**

When completing this section it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

### **Referees**

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. Reference will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

### **The Supporting Statement**

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

### **Arrangements for Interview**

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website/s prior to attending the interview.

### **The Interview**

Candidates will be invited to interview at the school during which time they will have the opportunity to meet staff and students and see the school at work.

### **Feedback**

Feedback is offered to those candidates who are shortlisted, interviewed and not recommended for appointment. It is hoped that this information will help you with future applications.

## Section 8 – Visitors/Contacts for Sheffield Springs Academy

**The academy is located in a thriving town close to the beautiful Peak District**



**Sheffield Springs Academy**

The best in everyone™

Part of United Learning

Sheffield Springs Academy  
Hurlfield Road  
Sheffield  
South Yorkshire  
S12 2SF

Website: [www.sheffieldsprings-academy.org](http://www.sheffieldsprings-academy.org)

Email: [enquiries@sheffieldsprings.org](mailto:enquiries@sheffieldsprings.org)

Telephone: 0114 2392631

Sheffield Springs Academy is an 11-16 secondary school and is Ofsted rated 'Good'. As part of United Learning, our aim is to bring out 'the Best in Everyone'. Our values are Respect, Excellence, Ambition and Pride, and these are demonstrated in all aspects of academy life and by all members of our wonderful team.