



## Job Description

 	<b>Job Title</b>	Family Operations Officer
	<b>School</b>	Preston Park Primary School
	<b>Location</b>	College Road, Wembley, HA9 8RJ
	<b>Grade</b>	Scale 6 Point 18-22
	<b>Reports to</b>	Head of School & School Business Manager
	<b>Staffing Responsibility</b>	None
		Term Time plus 1 week (over summer holiday period)

### Job Purpose:

1. Management of all aspect of student data including admissions and to act as first point of contact for staff, parents and Local Authority.
2. To provide and manage administrative support in the administration of secondary school places and development of admission activities
3. Support pupils in achieving their full academic potential
4. Establish relationships with the wider community to improve and sustain admission numbers & form strong relationships with families
5. Work proactively and positively with key staff to establish and maintain good admissions practice and impact positively on the admissions of children and young people to the school
6. Welfare: To provide adequate medical supervision for students with specific medical needs throughout the day, liaising with parents and carers as appropriate
7. To ensure that information in the school's publications are kept up to date and secure
8. To contribute to the overall ethos, work and aims of the school.
9. Be a deputy Designated Safeguarding Lead and work with the SLT in regards to child protection concerns

### Principal Accountabilities and Responsibilities:

#### Admissions:

1. To implement all aspect of student admissions and to act as first point of contact for staff, parents and Local Authority
2. To know and understand admission policy and procedures advising parents and school staff by telephone, email and letter on all aspects concerning school admissions
3. Coordinate Termly Census Data: rake charge of collating termly census data, ensuring accuracy and timely submission to the local authority
4. Administer and maintain NEG register: manage and maintain the Nursery Education Grant (NEG) register, ensuring all records are up to date, Responsible for submitting termly headcounts to the local authority
5. Ensure that protocols are adhered to in the production of documents, ensuring up to date templates are used where appropriate
6. Entering student data accurately onto school MIS system from applications received for admission for all phases of school entry.
7. Checking admission application forms and requesting further information from parents and carers, and schools, where necessary
8. Preparation and distribution of information packs to parents and carers

9. To produce reports on admissions for the Senior Leadership team and governors, or as requested
10. To archive student records as advised and in line with data protection protocols
11. Liaising with borough admissions department to maintain an accurate and on-going list of students to be admitted to the school.
12. Working closing with families to ensure a smooth transition from primary to secondary school for all students
13. Work proactively and positively to support admission events with appropriate staff as directed

**Welfare:**

14. Make provision for children's health needs in schools
15. To provide appropriate medical supervision for students with specific medical needs throughout the day, liaising with parents and carers as appropriate
16. To keep staff informed of the needs of students with specific medical needs and support staff to follow appropriate protocols and measures
17. To be the main named First Aider giving advice to first aiders and responding to significant first aid instances
18. To complete and manage the necessary accident report form for school record for students, staff and school users
19. To administer medication to students, as prescribed by GPs and to keep records of students needing medication and of medication given
20. To be responsible for maintaining First Aid resources and preparing medical packs for trips
21. Monitor the students' medications, for example EpiPen's and inhalers, across the school ensuring all medication kept on site is stored appropriately in an orderly and labelled manner and is in date. To notify parents and carers of any out-of-date medication and to ask for it both to be removed and/or to be replaced
22. Circulate the most recent allergy and medical information to all members of staff and to publish in key information points around the school (e.g. kitchen, staff room, sports office, medical room and school office)
23. Liaise with school caterers to ensure up to date sharing go of information of children with specific food allergies
24. Facilitate the educational partnership between home, school, wider school community and local authority, by support, liaison and negotiation
25. Encourage an active partnership between children/parents/school by working creatively and positively with parents to achieve maximum involvement in their child's learning
26. To explore ways to encourage parents to attend school functions and be a point of contact and a source of information for parents about a range of support agencies

**Administration:**

27. Be front of house when required and welcome and direct visitors within safeguarding requirements
28. Ensure the safe and secure storage and transfer of all pupil data and related information
29. Design, create, develop and maintain a range of documents, information leaflets, packs and letters
30. Be responsible for the submission of relevant information to the senior leadership team, the Governing Body and outside agencies e.g. Department for Education and the Local Authority
31. Creation and production of reports, labels, lists, statistics, requested by staff
32. Update the school website when required

**Other Responsibilities:**

33. To adhere to all relevant school policies, procedures and systems including principles of GDPR
34. Pro-active management of referrals including the timely maintenance of the referral database

35. With guidance from the school, to ensure such problems which are outside the remit of the Family Liaison Officer are referred to an appropriate alternative agency to ensure that advice and expertise is available.
36. To manage parental and local authority enquiries regarding potential referrals and liaise with the referral team.
37. To contribute to the overall ethos and aims of the school
38. Establish constructive relationships and communicate with other agencies/professionals
39. Participate in training opportunities and professional development as required
40. To ensure all duties are completed within required time frames, accurately and in a professional manner
41. To be responsible for promoting and safeguarding the welfare of children and young people within the school. Carrying out safeguarding referrals and liaising with external agencies
42. Undertake similar duties commensurate with the level of the post as required including assisting the general administrative function of the school as required

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that a post holder will carry out. Employees will be expected to comply with any reasonable request from a manager or be required to do other duties appropriate to the level of the role, as directed by the Headteacher. This job description will be reviewed at regular intervals and is subject to change as the needs of the school evolve

## Person Specification

POST TITLE:

Family Operations Officer

SCHOOL:

Preston Park Primary School

**PLEASE NOTE**

The method of assessment for each criterion is shown in the right hand columns. The shortlisting criteria are indicated by asterisk in the application form column. Shortlisting for interview will be based solely on whether the candidate indicates on their application form that they meet these Shortlisting Criteria. All mandatory criteria are underlined. The successful candidate must satisfy all of the mandatory criteria, and will normally meet all or most of the other appointment criteria. All candidates must satisfy the Equal Opportunities and Customer Care criteria which are mandatory.

		METHOD OF ASSESSMENT		
		APPLICATION FORM	INTERVIEW	TEST
<b>1.</b>	<b>ABILITIES</b>			
(a)	Ability to operate a full range of specialist ICT and other resources and equipment.	*		*
(b)	Ability to use proficiently standard office computer software, including word-processing, spreadsheet, database, and Internet systems including SIMS/Arbor	*		
(c)	Ability to absorb and understand a wide range of information concerning the functions of the school.		*	
(d)	Ability to build and form working relationships with pupils, visitors, parents/carers and colleagues, to work flexibly across operational boundaries, and to work as a member of a team.	*	*	
<b>2.</b>	<b>SKILLS</b>			
(a)	High level of verbal and written communication skills appropriate to the need to communicate effectively with colleagues, visitors and parents/carers.	*		*
(b)	Very good standard of numeracy and literacy skills.	*		*
(c)	The ability to converse at ease with members of the public and provide advice and information in accurate spoken English.	*	*	
(d)	Able to deal with confidential information sensitively and appropriately in line with school policies	*	*	
(e)	Ability to organise and prioritise work and to take effective decisions while working under pressure and to deadlines	*	*	*

		METHOD OF ASSESSMENT		
		APPLICATION FORM	INTERVIEW	TEST
<b>3.</b>	<b>KNOWLEDGE</b>			
(a)	Full working knowledge of relevant policies, procedures and codes of practice, and awareness of relevant legislation.	*		
(b)	An awareness of current issues affecting children and young people	*		
<b>4.</b>	<b>EDUCATION AND PROFESSIONAL QUALIFICATIONS ESSENTIAL TO THE POST</b>			
(a)	NVQ level 3, or able to demonstrate an equivalent level of attainment through qualification or experience in a relevant discipline.	*		
(b)	GCSE or equivalent in English and Maths - grade C or above	*		
(c)	Postholder will require an enhanced DBS (carried out by the school)			
(d)	Willingness to undertake training as appropriate and develop skills to support school needs		*	
<b>5.</b>	<b>EXPERIENCE</b>			
(a)	Successful experience of development, management and operation of administrative systems in an office environment.	*		
(b)	Relevant experience of admissions	*	*	
(c)	Substantial relevant experience of working with families, including parents, pupils and other professionals and agencies.	*	*	
<b>6.</b>	<b>EQUAL OPPORTUNITIES RELEVANT TO THE POST (mandatory)</b>			
	Understanding and commitment to the Council's and school's Equal Opportunities policy.	*	*	
<b>7.</b>	<b>CUSTOMER CARE RELEVANT TO THE POST (mandatory)</b>			