ELMWOOD INFANT SCHOOL

MAKE A LASTING DIFFERENCE TO CHILDREN AND FAMILIES

FAMILY SERVICES OFFICER

Elmwood Infant School • Croydon, CR0 2PL

GRADE **Grade 8, SCP 26–28**	**SALARY** **£40,182–£42,060 per annum (Outer London)**
CONTRACT **Full time · 52 weeks per year**	**HOURS** **37 hours per week**
CORE HOURS **8.30am–4.30pm, Monday to Friday**	**ANNUAL LEAVE** **25 days, rising to 28 after five years' continuous local government service, plus bank holidays**

Occasional flexibility may be required for home visits, multi-agency meetings or family engagement events, with time off in lieu provided.

Our Vision

At Elmwood Infant School, we believe every child deserves the strongest possible start in life. We are a warm, inclusive and nurturing school community where children are respected, listened to and valued. As a UNICEF Gold Rights Respecting School, children's rights are at the heart of everything we do. We actively promote kindness, resilience, independence, inclusion and respect, ensuring every child feels safe, valued and successful.

We are seeking an outstanding Family Services Officer to join our dedicated team. This is an exciting opportunity for a skilled safeguarding, family support, early help or pastoral professional to play a pivotal role in improving outcomes for children and families whilst serving as a Deputy Designated Safeguarding Lead (DDSL).

This is a highly rewarding role for someone who is passionate about safeguarding, believes in the power of early intervention and wants to make a genuine difference to children's lives every day.

Why Join Elmwood?

Our experienced and committed staff team is one of our greatest strengths. Many colleagues have worked at Elmwood for a number of years, creating a stable, supportive and collaborative environment where both children and staff thrive.

We offer:

- A welcoming, inclusive and supportive school community
- The opportunity to be part of a highly respected safeguarding and pastoral team
- High-quality professional development and training, including comprehensive Designated Safeguarding Lead training in line with Keeping Children Safe in Education 2026
- Opportunities to further develop safeguarding, family support and leadership expertise
- Employee wellbeing support
- Local Government Pension Scheme

- Enhanced family leave entitlements including paternity and parental leave in line with the Employment Rights Act 2025
- Statutory Sick Pay from day one of sickness absence
- Flexible working arrangements considered from day one of employment
- Complimentary school lunch available when supporting and dining with pupils
- 25 days annual leave rising to 28 days after five years' continuous local government service, plus bank holidays
- The opportunity to make a real and lasting difference to children and families

About the Role

As Family Services Officer, you will be a visible and valued member of our school community, working closely with pupils, families, staff and external agencies.

Key responsibilities include:

- Acting as a Deputy Designated Safeguarding Lead (DDSL)
- Supporting safeguarding and child protection procedures across the school
- Responding to safeguarding concerns and supporting referrals to relevant agencies
- Delivering pastoral, emotional wellbeing and early intervention support
- Building positive, trusting relationships with vulnerable pupils and their families
- Supporting attendance improvement through early intervention and family engagement
- Undertaking home visits where appropriate
- Contributing to Early Help assessments, reviews and multi-agency plans
- Working alongside social care, health professionals, Family Hubs, Early Help services and other agencies to support children and families
- Maintaining accurate, confidential safeguarding and family support records
- Supporting children experiencing emotional, social or family challenges through individual and small-group interventions

The successful candidate will help ensure every child feels safe, supported and able to achieve their full potential.

This post is subject to a six-month probationary period.

We Are Looking For Someone Who

We are looking for someone who:

- Has experience working directly with children and families in education, social care, family support, early help, youth work, community services or similar settings
- Has a strong understanding of safeguarding, child protection and early help processes
- Understands child development, trauma, attachment and the factors that impact children's wellbeing
- Can build trusting relationships with children, families and professionals
- Is skilled at having sensitive and supportive conversations with parents and carers
- Is calm, resilient and solution-focused when working in emotionally demanding situations
- Has excellent organisational, administrative and record-keeping skills
- Can work effectively as part of a team whilst also using their own initiative
- Shares Elmwood's commitment to inclusion, safeguarding and children's rights

Who Should Apply?

We welcome applications from professionals working in family support, early help, safeguarding, education, social care, youth work, attendance, community support services or similar fields.

If you are passionate about supporting children and families, believe in early intervention and want to work in a school where relationships matter, we would love to hear from you.

VISIT OUR SCHOOL | WEEK COMMENCING 9 NOVEMBER 2026

We warmly encourage prospective candidates to visit the school and see our wonderful community in action. Visits provide an opportunity to meet staff, explore the school and learn more about this rewarding role. To arrange a visit, please contact the school office.

Key Dates

STAGE	DATE
School visits	Week commencing Monday 9 November 2026
Application closing date	12 noon on Thursday 19 November 2026
Shortlisting	Friday 20 November 2026
Interviews	Week commencing Monday 23 November 2026

Candidates shortlisted for interview will be contacted by email and invited to attend an interview by Monday 23 November 2026.

Interested candidates should download the application pack and application form and submit their completed application by the closing date.

Safeguarding and Safer Recruitment

OUR SAFEGUARDING COMMITMENT

Elmwood Infant School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. This post involves regular and direct contact with children and constitutes regulated activity.

The successful candidate will undertake Deputy Designated Safeguarding Lead responsibilities and play a key role in safeguarding and child protection processes across the school.

The successful applicant will be subject to comprehensive safer recruitment checks, including:

- Enhanced Disclosure and Barring Service (DBS) check with Children's Barred List check
- Online searches of shortlisted candidates to identify any incidents or issues which may be relevant to safeguarding, including concerns about behaviour with children or attitudes towards safeguarding
- Verification of identity, right to work in the UK and qualifications
- Receipt of at least two satisfactory professional references, including from current or most recent employer
- Medical fitness clearance appropriate to the role's physical and emotional demands

All appointments are subject to satisfactory completion of pre-employment checks in line with Keeping Children Safe in Education 2026.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. Applicants will be required to disclose relevant criminal history information in accordance with statutory guidance.

Equality, Diversity and Inclusion

Elmwood Infant School is committed to equality, diversity and inclusion. We welcome applications from all suitably qualified candidates regardless of age, disability, sex, gender reassignment, sexual orientation, race, religion or belief, marriage and civil partnership, pregnancy or maternity.

We are committed to making reasonable adjustments throughout the recruitment process and encourage applicants to contact us should they require any support or adjustments to participate fully in the selection process.

Applicants may also choose to use the DBS confidential sensitive applications route for transgender applicants. This is a confidential checking service that gives applicants the choice not to have any information disclosed that could reveal their previous gender identity.

Elmwood Infant School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

READY TO MAKE A DIFFERENCE?

Download the application pack and application form, and submit your completed application by 12 noon on Thursday 19 November 2026.