



Person Specification : Student and Family Engagement Officer

Criteria	Measured by
Experience ➤ Working in a school office environment or similar environment ➤ Strong track record of professional development and updating knowledge ➤ Demonstrable experience of awareness of legislation relating to school attendance ➤ Experience of working effectively with the parents /carers of children / young people / external services ➤ Experience of working effectively with a range of professionals to promote children's/young people's attendance, learning and welfare ➤ Practical experience of successfully promoting equality of opportunity ➤ Ability to generate effective working relationships at all levels	Application form / interview
Qualifications/Training ➤ GCSE or equivalent, in Maths and English at grade C or above ➤ A good level of ICT skills and willingness to maintain and develop these ➤ UK driving licence	Application form / interview
Knowledge/Skills ➤ Good numeracy skills ➤ Effective use of ICT and other specialist equipment/resources ➤ Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation ➤ Ability to relate well to children and adults ➤ Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these ➤ Good organising, planning and prioritising skills ➤ Good interpersonal skills ➤ Ability to maintain school records / update systems	Application form / interview
Behavioural Attributes ➤ Customer focused ➤ Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect ➤ Open, honest and an active listener ➤ Takes responsibility and accountability ➤ Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service ➤ Demonstrates a "can do" attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations ➤ Is committed to the provision and improvement of quality service provision ➤ Is adaptable to change/embraces and welcomes change ➤ Acts with pace and urgency being energetic, enthusiastic and decisive ➤ Communicates effectively ➤ Has the ability to learn from experiences and challenges ➤ Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills	Application form / interview