

JOB DESCRIPTION	
SCHOOL	Brenzett Primary School
JOB TITLE	Family Liaison Officer
GRADE	APLc
HOURS	8:00am – 1:00pm Monday - Friday
REPORTS TO	Headteacher
START DATE	September 2025

### Main purpose

To assist in tackling underachievement by working in partnership with families, parents, carers and pupils in a school context to enable pupils, particularly the most disadvantaged, to have full access to educational opportunities and overcome barriers to learning and participation. To work directly with parents in a non-judgemental way, empowering them and their families to get the most out of the educational opportunities available and to focus on work on preventative and early intervention activities. To keep staff fully informed of any issues that may affect children in their care. To provide well-being and nurture to pupils when needed.

### Duties and responsibilities

#### Working with parents and carers

- Act as the lead point of contact for the parents/carers of pupils receiving additional support
- Maintain regular communication with specific parents/carers and provide personalised support for families issues as they arise
- Put interventions in place to encourage parents/carers' involvement in supporting pupils' development and progress
- Keep up to date on the latest services available in the local area so you can promote and signpost parents/carers to these via a range of communication channels (e.g. social media, newsletters, in meetings, etc)
- Carry out home visits, where required
- Implement and monitor progress of action plans, working with parents/carers to make adjustments to support as necessary
- Provide personalised support for parents/carers to help manage transitions for their child
- Support parents/carers through the application process for accessing local services
- Provide a daily point of access to parents during gate duty at the start and end of the day

#### Working with pupils

- Attend and stay updated with the relevant safeguarding training
- To provide well-being and nurture to pupils when needed
- To develop positive, professional relationships with pupils in order to support their well-being and mental health
- To undertake relevant training in order to support pupil well-being and mental health
- To provide very occasional support in-class for pupils to cover staff absence

#### Working with staff and other professionals

- Work with relevant staff to identify pupils or parents that would benefit from additional professional support
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary

*collaborate | enrich | trust | innovate | aspire | nurture*

- Maintain regular communication with relevant staff to update them on progress of individual pupils
- Assist with school's secondary transition programme, contributing insights around the needs of parents/carers and pupils during this process
- Attend FLO Network Meetings

#### **Record keeping**

- Maintain accurate records of interventions and relevant meetings – including safeguarding and attendance meetings and records
- Create and maintain medical plans in liaison with the office manager and teaching staff
- Facilitate the transfer of relevant pupil information inside and outside the school
- Complete relevant paperwork required by external agencies

#### **Safeguarding**

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent), and our child protection and health and safety policies
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary
- Promote the safeguarding of all pupils in the school
- Contribute to annual safeguarding audits alongside the Headteacher and/or Assistant Headteacher

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Take a lead role in safeguarding and child protection as a Designated Safeguarding Lead (DSL)

The employee is expected to undertake any other duties which from time to time may be required and be relevant and commensurate with the post, as deemed necessary by the Headteacher.

The school is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment and work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.

The employee is expected to show a commitment to promoting the ethos and values of the school, as well as the wider trust, ensuring an environment that empowers pupils to achieve their highest potential.

This job description may be amended at any time following discussion between the head teacher and member of staff and will be reviewed annually.

#### **Person specification – Family Liaison Officer**

CRITERIA	QUALITIES	ESSENTIAL OR DESIRABLE
<b>Qualifications and training</b>	<ul style="list-style-type: none"><li>• GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and maths</li></ul>	Essential

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in a school environment or other educational setting</li> <li>• Experience working with children / young people with additional needs (e.g. special educational needs (SEN) and disabilities, behavioural needs, mental health needs)</li> <li>• Experience supporting and working with parents of young people</li> <li>• Experience working with colleagues and external stakeholders (e.g. from external agencies)</li> <li>• Experience of keeping good written records</li> </ul>	Desirable  Desirable  Desirable  Desirable  Desirable
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good listening skills</li> <li>• Effective written and verbal communication skills</li> <li>• Good IT skills</li> <li>• Knowledge of the barriers to learning that pupils may face</li> <li>• Tailoring plans and interventions to individual pupils</li> <li>• Ability to create good relationships with children, staff, parents and external agencies</li> <li>• Knowledge of available support services in the local area</li> <li>• Safeguarding of children and young people</li> </ul>	Essential Essential Essential Desirable  Desirable  Essential  Desirable  Essential
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Patient and calm</li> <li>• Positive and professional</li> <li>• Wants to provide the best possible opportunities for all pupils</li> <li>• Organised, good time management skills, proactive and self-motivated</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Compassionate</li> </ul>	Essential Essential Essential  Essential Essential  Essential

Print name (Employee): .....

Signed (Employee): .....

Dated: .....

Signed (Headteacher): .....

Dated: .....