



**Westlands  
Primary School**

**Family Liaison Officer**  
INFORMATION



## CONTENTS

Job Description	Pg 3
Person Specification	Pg 8
Overview of Swale Academies Trust	Pg 9
Application Process	Pg 10
Safeguarding	Pg 11

# JOB DESCRIPTION



**Job Title:** Family Liaison Officer  
**Salary:** SAT E  
**Responsible to:** Assistant Headteacher/Pastoral Lead

## **Purpose of the Job:**

To oversee all administrative tasks associated with the recording, management and monitoring of attendance; working with individual pupils and their families to improve attendance and any other area of support that the family may need, such as advice around behaviour, sleep and nutrition.

To be the primary safeguarding lead, supporting the DSL responsible for child protection across the school.

To take part in strategy discussions and inter-agency meetings, contribute to the assessment of children and liaise with relevant agencies, such as the local authority, children's services and police.

## **Key Duties and responsibilities - (attendance related):**

- To oversee the electronic registration system is updated daily investigating any missing data with class teachers.
- To oversee student absences and late arrivals on BromCom, maintaining accurate attendance records.
- To act as a point of contact for parents regarding attendance issues - providing routine advice, as required and explaining attendance expectations to parents in accordance with school policies.
- To oversee initial enquiries with parents/carers regarding unexplained absences/lateness - including first day calling/texting.
- To work with individual students and their families regarding strategies to improve attendance/punctuality - ensuring records are kept and feedback provided to the Head and other staff, as appropriate.
- To monitor the attendance of pupils referring concerns to the Head/senior leader responsible for attendance.
- To support the senior leader responsible for attendance/Headteacher at formal meetings with parents to discuss attendance concerns - taking follow up actions, as agreed.
- To promote incentives for improving attendance within school - including attendance certificates and prizes.
- To oversee the outcome to pupil holiday requests.
- To oversee routine correspondence to parents regarding attendance/absence requests in accordance with school procedure.
- To assist the senior leader responsible for attendance and the attendance officer with the administration of referrals to the local authority attendance service/issuing of penalty notices.

# JOB DESCRIPTION



- To undertake routine liaison with external agencies regarding attendance.
- To manage the collation of attendance data, producing routine termly analysis reports and prepare statistical returns regarding attendance for senior leaders and governors.

## **Key duties and responsibilities (safeguarding related)**

- To refer cases of suspected abuse and neglect to the local authority children's social care.
- Support staff who make referrals to children's social care.
- Refer cases to the Channel programme where there is a radicalisation concern.
- Support staff who make referrals to the Channel programme.
- Refer cases to the Disclosure and Barring Service where a person is dismissed or leaves due to risk of harm to the child.
- Refer cases to the police where a crime may have been committed.
- Act as a point of contact with safeguarding partners.
- Inform the Lead DSL regarding safeguarding issues, especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations.
- Liaise with the case manager and the local authority designated officer(s) (LADO) for child protection concerns in cases which concern a staff member.
- Liaise with staff, especially pastoral support staff, school nurses, IT Technicians, and SENCOs) on matters of safety, safeguarding and welfare (including online and digital safety), and when deciding whether to make a referral by liaising with relevant agencies, so that children's needs are considered holistically.
- Promote supportive engagement with parents and/or carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances.
- Work with the Headteacher/lead DSL and relevant strategic leads to take responsibility for promoting educational outcomes by:
  - Knowing the welfare, safeguarding and child protection issues that children in need are experiencing, or have experienced.
  - Identifying the impact that these issues might be having on children's attendance, engagement and achievement at school.
  - Ensuring the school knows which children have or have had a social worker, understanding their academic progress and attainment, and maintaining a culture of high aspirations for this cohort.
  - Supporting teaching staff to provide additional academic support or reasonable adjustments to help these children reach their potential.
  - Ensure child protection files are kept up to date.
  - Keep information confidential and store it securely.
- Make sure records include: a clear and comprehensive summary of the concern; details of how the concern was followed up and resolved; and a note of any action taken, decisions reached and the outcome.
- Ensure files are only accessed by those who need to see them, and that where a file or content within it is shared, this happens in line with information sharing advice as set out in Keeping Children Safe in Education (KCSIE).

# JOB DESCRIPTION



- Where children leave the school (including in year transfers):
  - Ensure their child protection file is securely transferred to the new school as soon as possible, separately from the main pupil file, with a receipt of confirmation, and within the specified time set out in KCSIE, ensuring secure transit and confirmation of receipt obtained.
  - Consider whether it would be appropriate to share any additional information with the new school before the child leaves, to help them put appropriate support in place.
- Ensure that an annual Safeguarding action plan is complete.
- Ensure each member of staff has access to, and understands, the school's Child Protection and Safeguarding policy and procedures, especially new and part-time staff.
- Work with SAT Safeguarding Leadership Group to ensure the Child Protection and Safeguarding policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly.
- Ensure the child Protection and Safeguarding policy is available publicly and parents are aware that referrals about suspected abuse or neglect may be made and the role of the school in this.
- Link with the safeguarding partner arrangements to make sure staff are aware of any training opportunities and the latest local policies on local safeguarding arrangements.
- Help promote educational outcomes by sharing information with teachers and school leadership staff about the welfare, safeguarding and child protection issues that children who have or have had a social worker are experiencing.
- Ensure all identified policies associated with safeguarding are reviewed.
- Ensuring online training for staff is complete.
- Completion of Trust recommended or local authority Safeguarding Audit Tool.

## **Key duties and responsibilities (Family Liaison Officer)**

- Establish and foster good relationships with parents/carers of children at the school and encourage good home/school communication.
- Liaise with teachers and encourage effective dialogue between parents/carers and teachers regarding their child's progress (including behaviour and attendance).
- Provide advice and guidance to parents/carers to reinforce their self-esteem and ability to provide good parenting.
- Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance and assist in the implementation of measures to address this.
- To work with the Headteacher/Assistant Headteacher to develop action plans and undertake individual casework with families to support them in addressing issues which might be impacting their child's learning.
- Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school.
- To signpost families to sources of advice and guidance within the local community and via other agencies.
- To liaise with other agencies supporting families and assist with referrals as appropriate.

# JOB DESCRIPTION



- To maintain accurate records and share information with colleagues as appropriate and refer on as required.
- Liaise with the school's Designated Safeguarding Lead to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

## Training

- Undergo training at least every 2 years, to gain the knowledge and skills required to carry out the role and meet the expectations set out in KCSIE, including those outlined in the 'Training, knowledge and skills' section of annex c.
- Understand the assessment process for providing early help and statutory intervention, including local criteria for action and local authority children's social care referral arrangements.
- Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so.
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the General Data Protection Regulations.
- Undertake Prevent awareness training.
- Undertake FGM training.
- Refresh knowledge and skills at regular intervals and at least annually.
- Attendance at DSL network meetings.
- Personal CPD undertaken.
- Quality assure the standard of information recorded on welfare, safeguarding and child protection matters.

## Understanding the views of children

- Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, and in any measures the school may put in place to protect them.
- Understand the difficulties that children may have in approaching staff about their circumstances and consider how to build trusted relationships which facilitate communication.

## Holding and sharing information

- Understand the importance of information sharing, both within the school, with other schools and colleges on transfer, and with the safeguarding partners, other agencies, organisations and practitioners.
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR).
- Keep detailed, accurate, secure written records of concerns and referrals.
- To liaise and work closely alongside other professionals regarding safeguarding concerns.

# JOB DESCRIPTION



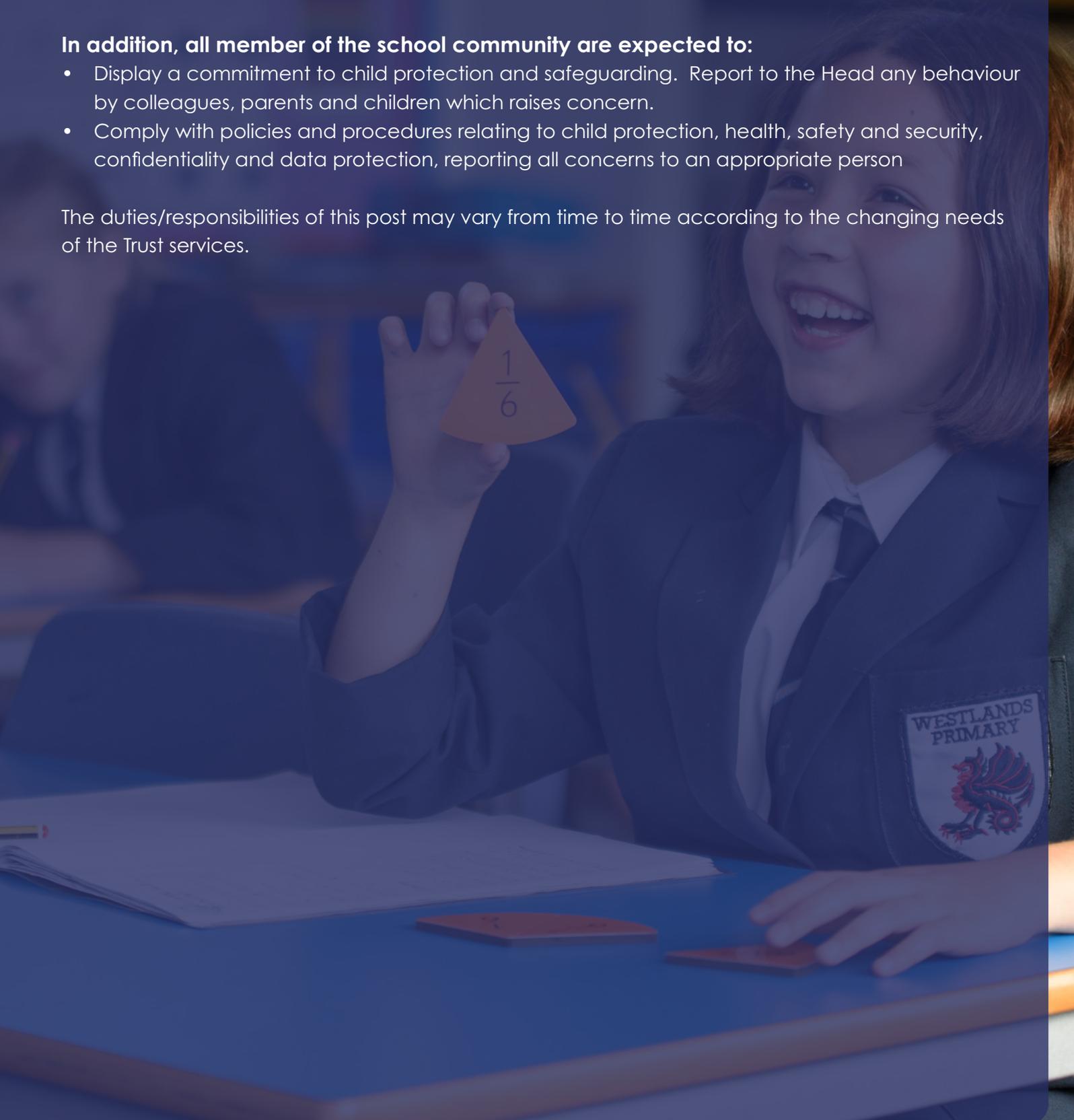
## Other areas of responsibility

- Must recognise the additional risks that children with special educational needs and disabilities (SEND) face online, for example, from online bullying, grooming and radicalisation and are confident they have the capability to support children with SEND to stay safe online.

## In addition, all member of the school community are expected to:

- Display a commitment to child protection and safeguarding. Report to the Head any behaviour by colleagues, parents and children which raises concern.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

The duties/responsibilities of this post may vary from time to time according to the changing needs of the Trust services.



# PERSON SPECIFICATION



Qualifications	Essential / Desirable
Good general education, including Family Liaison Officer Qualification	E
Demonstrable evidence of building relationships with children and their parents, particularly the most vulnerable.	E
Experience of handling large amounts of sensitive data and upholding the principles of confidentiality.	E
Willingness to undertake appropriate training and professional development.	E
Clean current driving licence and access to a vehicle.	E
Qualification related to working with children and young people.	D
NVQ Level 3/4.	D
First Aid training	D
Experience of working in an educational environment.	D
Experience of managing safeguarding in a school or other relevant organisation, including: <ul style="list-style-type: none"> <li>• Building relationships with children and their parents, particularly the most vulnerable.</li> <li>• Working and communicating effectively with relevant agencies.</li> <li>• Implementing and encouraging good safeguarding practice throughout a large team of people.</li> </ul>	D
Experience	
Understanding of confidentiality.	E
Good IT skills.	E
Knowledge of administration procedures.	E
Adaptable, pro-active, self-starter and ability to manage a large variety of situations.	E
An effective communicator with excellent interpersonal, persuasion and negotiation skills.	E
Able to identify work priorities and manage own workload within agreed parameters.	E
Able to maintain accurate work records.	E
Knowledge of Child Protection / Safeguarding Procedures.	E
Ability to work with a range of people with the aim of ensuring the safety and welfare of children.	E
Excellent record keeping skills and attention to detail, in order to produce reports, take minutes of meetings, and document safeguarding concerns.	E
An understanding of issues that may affect a student's ability to attend school.	D
Knowledge and practical experience of BromCom.	D
Knowledge of Schoolcomms and Google Suite.	D
Demonstrable knowledge of attendance regulations.	D
Knowledge of using CPOMs or My Concern.	D
Personal Qualities	
Strong work ethic and capacity for hard work.	E
Able to deal appropriately and effectively with children, parents, staff and professionals from outside agencies at all levels.	E
Ability to cope with stressful / conflict situations and be resilient.	E
Ability to listen effectively.	E
Ability to use own initiative and work alone when necessary.	E
Commitment to ensuring the safety and welfare of children.	E
Commitment to upholding and promoting the ethos and values of Swale Academies Trust.	E
Integrity, honesty and fairness.	E
Commitment to equality.	E
Commitment to maintaining confidentiality at all times.	E

# OVERVIEW

Since its creation in September 2010, Swale Academies Trust has developed into one of the South East's leading Multi-Academy Trusts.

Our purpose is to develop good and outstanding schools and ensure the rapid improvement of schools with challenges.

As the Trust has grown and developed, we continue to ensure that effective school support and leadership is maintained. The Trust's approach to school improvement is based on a combination of CPD, capacity building and collaboration, with a relentless focus on teaching and pupil progress, in order to effect rapid and sustained improvements in outcomes for young people.

The Trust is an organisation which is driven by the belief that all children deserve a good quality education where they are seen as individuals and above all are exceptionally well cared for.

## Swale Academies Trust – Schools

### Primary

- Beaver Green Primary School, Ashford
- Istead Rise Primary School, Istead Rise
- James Dixon Primary School, Bromley
- Langney Primary Academy, Eastbourne
- Parkland Infant School, Eastbourne
- Parkland Junior School, Eastbourne
- Regis Manor Primary School, Sittingbourne
- Shinewater Primary School, Eastbourne
- South Borough Primary School, Maidstone
- Westlands Primary School, Sittingbourne



### Secondary

- Meopham Secondary School, Meopham
- Peacehaven Community School, Peacehaven
- The Eastbourne Academy, Eastbourne
- The Holmesdale School, Snodland
- The North School, Ashford
- The Sittingbourne School, Sittingbourne
- The Turing School, Eastbourne
- The Whitstable School, Whitstable
- Westlands Secondary School, Sittingbourne



### Central Support Services (based at Trust Head Office), Ashdown House, Sittingbourne

- Human Resource Team
- Finance Team
- ICT Team
- Building / Estate Management

## The Application Process

Applications will only be accepted from candidates completing the appropriate application form. All sections of the form which are applicable to you must be completed as clearly and fully as possible. Please note CVs will not be accepted in place of a completed application form.

Application forms can be found on the Kent-Teach website and all electronic applications should be made via this route. Alternatively, completed forms can be sent by post to the following address:

Miss Jo Head  
Westlands Primary School  
Homewood Avenue  
Sittingbourne  
Kent  
ME10 1XN

## The Shortlisting and Interview Process

After the closing date for this post a panel will conduct the shortlisting process. You will be selected for interview based entirely on the contents of your application form, it is therefore important that you fully read the Job Description and Person Specification prior to completing your form.

After the shortlisting process has been completed candidates who have been selected for interview will be informed, and provided with full details of the interview programme. If you have not heard from us within 10 working days of the closing date for this post, you have, on this occasion, unfortunately been unsuccessful.

All candidates who are invited to interview must bring the following original documents:

- Documentary evidence of right to work in the UK
- Visual identification which includes a photograph, usually a passport or driving licence
- Documentary proof of current name and address
- Where appropriate any documentation evidencing change of name
- Certificates of educational or professional qualifications that are necessary or relevant for the post

## Conditional Offer

Any offer of employment will be conditional upon a number of formalities, including, but not restricted to the following:

- Verification of right to work in the UK
- Receipt of two satisfactory references
- Verification of identity checks and qualifications
- Satisfactory enhanced DBS check, as well as additional checks that may be appropriate if you have worked or been resident overseas in the previous five years
- Satisfactory pre-employment health clearance
- A check against the Teacher Service Register for any teaching prohibition or restriction orders where you are applying for a teaching role or if you have previously held a teaching role in past employment.

## Safeguarding

Our Trust has robust safer recruitment procedures to help prevent unsuitable people from working with children.

All individuals working in any capacity at our Trust will be subjected to safeguarding checks in line with the statutory guidance Keeping Children Safe in Education.

## Retention of information

All information is stored securely and any information supplied by unsuccessful candidates will be destroyed through the confidential waste system after six months from the date of the interview, in accordance with our retention of records procedure.

## Privacy Notice

Please refer to the Trust's Privacy Notice for job applicants for information about how we use any personal data about them we hold.

This can be downloaded here: <https://www.swale.at/page/?title=Privacy+Notice&pid=33>



SWALE ACADEMIES TRUST  
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JOHNSON ROAD  
SITTINGBOURNE, KENT  
ME10 1JS

COMPANY NUMBER: 7344732