



Manager/Associates Roles JOB DESCRIPTION Aylesham Primary School

Post: Family Liaison Officer

Salary: EKC 5

Responsible To: Deputy Headteacher for Inclusion

Summary of Post: To lead and manage a service, taking accountability for its effective operation.

Tier of role: Manager/Associate

Key descriptor: Developing professional

Scope of role: Responsible for resources, whether: people - line management of Apprentices – Specialists; Budget - monitoring of budget(s) working to the SBM, Provision/Service – providing HLTA and pastoral provision and or managing the school estate on a day-to-day basis, working under own initiative, solving complex problems and recommending improvements to work practices.

Autonomy: Autonomy in delivering specific responsibilities. Plans own workload and that of the team for the short and medium term and allocates resources as appropriate.

Knowledge of role: Knowledge (Level 5+) in a specific field and the appropriate key policies and legislation.

Skills – Technical & Practical: Specific higher-level knowledge, skills, and experience relevant to the role.

Qualifications/Experience: Level 5+ in a specific relevant field.

Supervision of others: Team leader and or line manager of Apprentices/ Support/ Practitioner roles

Management by others: Refers complex policy/technical issues to the line manager.

Job Purpose:

- To engage with parents/ carers and families to provide early intervention, support and guidance to increase engagement with the school and improve learning outcomes for pupils.
- To work with pupils experiencing health, social emotional and behavioural difficulties and/ or at risk of exclusion/ disaffection and their families so they can participate fully in home and school activities in order to achieve their full potential
- To promote good attendance of pupils at school to enable them to learn effectively

The main areas of responsibility and the assigned duties are specified below.

Key Responsibilities:

1. Ensure high-quality service provision to facilitate the education and operations in the school.
2. Lead on the strategic planning and development across the service.
3. Line manage team members effectively and support their professional development.
4. Provide high-level services, fostering positive internal and external relationships with a focus on continual improvement.
5. Be accountable for all aspects of compliance, health and safety and safeguarding in all aspects of the service.

Specific Duties:

1. Provide personalised, whole-family support to overcome barriers to learning and development and empower parents to develop confidence, resilience, and the skills to support their children effectively.
2. Serve as a consistent, reliable point of contact for families and professionals, building positive, trusting relationships and promoting strong home-school partnerships.
3. Work collaboratively with the Senior Leadership Team, SENCO, and external agencies (including Social Care and Health services).
4. Develop and implement effective attendance strategies, monitor and report on attendance data to support improved outcomes for pupils.
5. Carry out safeguarding duties as Deputy Designated Safeguarding Lead, including making referrals, contributing to multi-agency meetings and supporting legal interventions where necessary.

6. Be the administrator for CPOMS and ensure the systems is being used to make maximum impact on pupils.

General Duties and Responsibilities:

1. You will be responsible for upholding our values and ethos and championing the inclusion and belonging of our Academy and Trust communities.
2. You will be responsible for protecting pupils and staff from all preventable harm as per Safeguarding procedures.
3. To participate in the staff support & development program and to undertake training based on individual and organisation needs.
4. To undertake continuing professional development to support our culture of continuous improvement and keep up to date with the skills required to fulfil the role.
5. To comply with all Academy and Trust policies and guidelines as well as legislative requirements. Including education, health & safety and data protection and all staffing policies.
6. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
7. To partake in quality assurance, appraisal and monitoring and meet minimum relevant occupational standards.
8. To undertake any other duties commensurate with tier as may be reasonably requested.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.



Line manager's
signature:

Date: _____

Postholder's
signature:

Date: _____

	PERSON SPECIFICATION Tier of Role: Manager/Associate	Application	Interview	Shortlisting
Qualifications and Training				
1.	English and Maths Level 2/ GCSE A-C Grade or Grade 4 .	✓		6
2.	Knowledge and skills equivalent to National qualifications Level 3/ A Level.	✓		6
3.	Level 5 or above in specific relevant field.	✓		4
4.	Evidence of recent, continual professional development.	✓	✓	4
Experience				
1.	Successful experience of working in a relevant field and supervising role.	✓	✓	6
2.	Proven experience of effectively managing a support function.	✓	✓	6
3.	Proven organization and administrative skills, including minute taking and report writing.		✓	6
4.	Proven managerial experience.		✓	4
Skills and knowledge				
1.	Demonstrates excellent interpersonal and communication skills.	✓	✓	6
2.	Highly competent managerial skills.		✓	6
3.	Adopts a customer-focused approach, is proactive, adaptable, and flexible; remaining calm when working under pressure.	✓	✓	6
4.	Excellent organizational skills and the ability to prioritize workload with competing demands and complexities.	✓	✓	6
5.	Ability to work with tact and confidentiality.	✓	✓	6
6.	Able to work methodically, systematically and with attention to detail.	✓	✓	6

Personal Qualities				
1.	Act with honesty and integrity at all times.	✓	✓	6
2.	Commitment to promoting the ethos and values of the school and trust and the learning community.	✓	✓	6
3.	Commitment to own learning and development and desire to share skills and practice with others.	✓	✓	6
4.	Commitment to maintaining confidentiality at all times.	✓	✓	6
5.	Relentless commitment to inclusion, safeguarding and equality	✓	✓	6