

JOB DESCRIPTION

JOB TITLE: Family Liaison & Attendance Officer

RESPONSIBLE TO: Line Manager

LOCATION: Culverstone Green Primary School

PURPOSE OF THE POST:

To work directly with pupils and families to improve attendance, engagement, wellbeing and learning outcomes through early intervention, relationship-building, and coordinated support.

MAIN ROLES AND RESPONSIBILITIES

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Key duties and responsibilities	Working With Parents, Carers and Families <ul style="list-style-type: none"> • Build strong, positive relationships with parents/carers to support effective home-school communication. • Provide guidance on parenting skills, emotional needs, routines, and behaviour development. • Deliver early intervention support to families facing challenges that affect attendance or learning. • Facilitate parental engagement activities and encourage involvement in school life. • Signpost families to appropriate external services and support agencies. • Work closely with safeguarding leads to ensure timely and appropriate support for vulnerable families.
Attendance Improvement & Casework	<ul style="list-style-type: none"> • Monitor and analyse attendance data, identifying patterns, trends, and pupils at risk of persistent absence.

	<ul style="list-style-type: none"> • Develop action plans and undertake casework with pupils and families to address barriers to attendance. • Hold regular discussions with the Attendance Lead and senior staff regarding persistent absence and disadvantaged pupils. • Collaborate with Headteacher, SENCo, and safeguarding leads where attendance concerns overlap with wider family challenges. • Support attendance initiatives, awareness campaigns, and strategies to promote excellent attendance. • Liaise with external agencies and the Local Authority where additional intervention is required.
<p>Attendance-Related Administrative Responsibilities</p>	<ul style="list-style-type: none"> • Administer and update attendance registers daily, ensuring accuracy and following up missing marks with staff. • Record pupil absences, late arrivals and explanations on the school's MIS (Arbor). • Make first-day calls/texts and conduct initial enquiries with parents regarding unexplained absences or lateness. • Process holiday requests and authorised absence applications in line with policy. • Issue routine attendance correspondence to parents as required. • Monitor patterns of lateness and absence, reporting concerns to senior leaders and governors. • Run attendance reports in Arbor, collating and presenting data for leadership and submissions. • Organise attendance meetings and take notes where needed. • Contribute to the development of attendance-related administrative systems and processes.

	<ul style="list-style-type: none"> Promote attendance incentives to encourage positive habits.
Inclusion & Pastoral Support	<ul style="list-style-type: none"> Promote inclusive practice by ensuring staff receive timely pupil information. Work with the SENCo to support SEND administrative duties, interventions and reviews. Support children whose circumstances present barriers to learning or attendance.
Safeguarding Responsibilities	<ul style="list-style-type: none"> Liaise with the DSL and deputies to escalate concerns and support referrals. Ensure all safeguarding, child protection and confidentiality requirements are met. Conduct home visits with senior staff when required.
Responsibilities for Data Protection	<ul style="list-style-type: none"> Maintain the security and confidentiality of student, staff, and school data by adhering to the school's data protection policies. Process, store, and share data in accordance with the UK GDPR and Data Protection Act 2018. Support the DPO in maintaining data protection compliance by reporting any breaches, potential breaches, or subject access requests (SARs). Support the processing of subject access requests (SARs). Attend data protection training as required.
General	<ul style="list-style-type: none"> Follow all school policies including safeguarding, health & safety, confidentiality and equality. Support the overall ethos and aims of the school. Undertake duties of a similar level where reasonable and appropriate.



Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The job description will be reviewed from time to time to reflect the changes needs and circumstances of the school. Such reviews and any consequential changes will be carried out in consultation with the post holder.

The Golden Thread Alliance is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. The duties above are neither exclusive, nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

Postholder's signature:

Postholder's name:

Date:

PERSON SPECIFICATION

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> • Level 3 qualification or equivalent experience.
Experience	<ul style="list-style-type: none"> • Previous experience of working with children and families in the public, private or voluntary sector • Experience supporting attendance monitoring and using MIS systems such as Arbor. • Experience facilitating groups or family programmes.
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication, listening and interpersonal skills • Strong organisation and accurate record-keeping. • Ability to manage sensitive situations and maintain confidentiality. • Confident analysing data and producing reports. • Ability to build trusting relationships with children, families and professionals.
Knowledge	<ul style="list-style-type: none"> • Knowledge of child development and parenting needs. • Understanding of barriers to learning and attendance. • Strong understanding of safeguarding and child protection. • Understanding of GDPR and confidentiality requirements.

Postholder's signature: _____

Postholder's name: _____

Date: _____