

Family Liaison Officer



Tiger Primary School
Committed to Excellence



Build your Career, Shape your Future, Apply today

Tiger Primary School is a Good school with over 400 pupils educating the next generation of young people aged between 4 and 11.

Tiger Primary School is part of Future Schools Trust, a dynamic and inclusive multi-academy trust, founded in 2007.



A great place to be



Contents

Headteacher Welcome	3
Advert	4
Job Description	5
Person Specification	6
Trust Lead Welcome	8
How to Apply	9
What We Offer	10

Welcome from the Headteacher

Lloyd Williams-Jones

BA (Hons) | PGCE



At Tiger Primary School, we believe in the power of education to transform lives. As the headteacher, it is my duty to ensure we provide the highest quality of education, tailored to meet the needs of every child. We want our pupils to develop a real thirst for learning and to gain the skills, confidence, and character they need to flourish as valued citizens of the future.

Our school is a place where enthusiasm, kindness, and curiosity thrive. The classrooms are filled with happy, motivated children who love learning - supported by a dedicated and caring staff team who share a passion for helping every child achieve their very best. We take great pride in offering a broad and balanced curriculum, rich in real-life experiences, and focused equally on academic excellence and personal development.

We are a team that values collaboration, trust, and mutual support. Our shared values - Teamwork, Independence, Going Beyond the Expected, Empathy, and Resilience - guide everything we do. These values are lived, not laminated: they shape the way we work together, support our families, and make decisions in the best interests of our children.

At Tiger, we care deeply about every family in our community. We work in close partnership with parents and carers to promote excellent attendance and wellbeing, knowing that every day in school matters. Our strong relationships with families and the wider community ensure that each child feels a true sense of belonging.

If you are organised, warm, and professional - and if you take pride in being the friendly and reassuring face of a busy school - then we would be thrilled to hear from you.

I warmly invite you to discover more about Tiger Primary School and to visit us to experience the enthusiasm, care, and sense of community that make our school so special and if you are considering joining our fantastic community, we would be delighted to arrange a visit and tour of our wonderful school grounds.

Lloyd Williams-Jones

Post:	Family Liaison Officer
School:	Tiger Primary School
Responsible to:	Headteacher/Deputy Headteacher
Salary:	FST Grade F

The Family Liaison Officer will play a key role in strengthening the relationship between school, pupils, families and external agencies. At Tiger Primary School, we know that children are most successful when they feel safe, supported, included and ready to learn. This role will support families to overcome barriers that may impact attendance, punctuality, wellbeing, safeguarding, inclusion and pupil attainment.

The postholder will work closely with the Senior Leadership Team – including the Headteacher and Assistant Headteacher for Inclusion, SENDCo, Attendance Team and external agencies to provide timely, effective support for children and families.

Main Duties and Responsibilities:

family Support and Engagement:

- Build strong, positive and trusting relationships with families, offering a welcoming, approachable and supportive point of contact.
- Work proactively with families to identify and reduce barriers to learning, attendance, punctuality, wellbeing and engagement.
- Provide pastoral support to families, offering practical advice, encouragement and signposting to relevant services, including housing, health, benefits, parenting support and mental health services.
- Conduct home visits, follow-up calls and meetings with families to provide support, challenge and practical help where needed.
- Encourage families to work in partnership with the school, ensuring that pupils are supported to be safe, settled and successful.
- Plan and deliver parent workshops, drop-in sessions and information events to strengthen family-school relationships and increase parental engagement.
- Promote the values and ethos of Tiger Primary in all interactions with pupils, families, staff and external professionals.

Attendance and Punctuality:

- Support the school's attendance strategy by working closely with the Attendance Team and Senior Leadership Team to improve attendance and punctuality.
- Identify pupils and families where attendance, persistent absence or punctuality is a concern, helping to understand the underlying barriers.
- Work with families to develop supportive and realistic plans to improve attendance and reduce absence.
- Provide appropriate challenge where attendance does not improve, in line with school policy and statutory guidance.
- Support attendance meetings, action plans and follow-up processes, ensuring families understand the importance of excellent attendance.
- Maintain accurate records of attendance-related support, meetings, actions and outcomes.

- Help pupils and families understand that strong attendance is central to learning, wellbeing, belonging and future success.

Safeguarding, Early Help, and Inclusion:

- Work closely with the Designated Safeguarding Lead and safeguarding team to support the welfare and safety of pupils.
- Contribute to safeguarding processes by reporting concerns promptly and accurately in line with school policy.
- Maintain accurate, confidential and timely records of all family support, interventions, contacts and safeguarding concerns.
- Support Early Help processes, including gathering information, attending meetings and helping families access appropriate services.
- Liaise with external agencies where required, including children's services, health professionals, housing support, mental health services and other family support organisations.
- Act as a liaison between families, school and external agencies, advocating for pupils and families where appropriate.
- Support vulnerable pupils and families through regular communication, monitoring and follow-up.
- Work with staff to ensure pupils' needs are understood and supported effectively across the school.

SEND and Barriers to Learning:

- Work closely with the Assistant Headteacher of Inclusion and SENDco to support pupils and families where SEND, wellbeing or wider family circumstances may be affecting learning or engagement.
- Support families in understanding school processes and accessing appropriate SEND-related advice and support.
- Contribute to meetings and processes linked to pupils with additional needs, including Early Help, EHCP-related discussions and other multi-agency work where appropriate.
- Help identify barriers to learning and support the school in developing practical strategies to reduce these barriers.
- Support pupils and families through periods of transition, change or increased vulnerability.
- Promote inclusion and ensure that all pupils and families feel valued, respected and supported.

Multi-Agency Working:

- Coordinate, contribute to and attend multi-agency meetings where required.
- Work professionally and effectively with external agencies to secure support for pupils and families.
- Follow agreed referral pathways and ensure that families are supported to access appropriate services.
- Communicate clearly with professionals, families and school staff while maintaining confidentiality and professional boundaries.
- Ensure that agreed actions from meetings are followed up and recorded accurately.

Professional Conduct:

- Promote and model excellent communication, empathy, cultural sensitivity, resilience and professionalism.
- Remain calm, solution-focused and child-centred when working with challenging or complex situations.

- Uphold confidentiality and data protection requirements at all times.
- Follow all school policies and procedures, particularly those relating to safeguarding, attendance, behaviour, SEND and inclusion.
- Be committed to ongoing professional development and reflective practice.
- Contribute positively to the wider life, values and culture of Team Tiger.

Person Specification

Essential

Qualifications and Training:

- Level 3 qualification or equivalent experience in a relevant field, such as education, social care, family support, childcare, or pastoral support.
- Evidence of ongoing professional development.
- Safeguarding training or willingness to undertake relevant safeguarding training.

Experience:

- Experience of working with children, families or vulnerable groups in an educational, social care, health, early help or community setting.
- Experience of supporting families to overcome barriers.
- Experience of working with confidential and sensitive information.
- Experience of working as part of a team to support children's welfare and wellbeing.

Skills and Knowledge:

- Excellent communication and interpersonal skills.
- Ability to build trust and positive relationships with pupils, parents, carers, staff and external professionals.
- Ability to offer both support and appropriate challenge to families.
- Understanding of the importance of excellent attendance and punctuality.
- Understanding of how family circumstances, wellbeing, safeguarding concerns and SEND can create barriers to learning.
- Strong organisational skills and the ability to manage a varied workload.
- Ability to maintain accurate, confidential records.
- Good IT skills and willingness to use school systems effectively.
- Ability to work independently, use initiative and know when to seek advice or escalate concerns.

Personal Qualities:

- Child-centred, caring and determined to make a difference.
- Empathetic, patient and culturally sensitive.
- Resilient and able to remain calm under pressure.
- Proactive, organised and solution-focused.
- Confident in working with families who may be anxious, reluctant or hard to reach.
- Able to maintain professional boundaries while building positive relationships.
- Committed to safeguarding and promoting the welfare of children.
- Committed to upholding the values and ethos of Tiger Primary School.

Desirable

Qualifications and Training:

- Training in Early Help, attendance, mental health, trauma-informed practice, parenting support or SEND.
- First Aid or Mental Health First Aid training.

- Experience using school information systems or safeguarding recording systems.

Experience:

- Experience of working in a school setting.
- Experience of supporting attendance and punctuality improvement.
- Experience of safeguarding children and understanding local safeguarding procedures.
- Experience of multi-agency working and supporting vulnerable pupils and families.
- Experience of supporting pupils with SEND or additional needs.

Skills and Knowledge:

- Knowledge of local support services linked to housing, health, benefits, mental health, parenting and family support.
- Knowledge of Early Help, safeguarding referral pathways and multi-agency working.
- Understanding of attendance procedures, persistent absence and statutory expectations.
- Understanding of inclusion and SEND processes, including EHCPs.



Welcome from the Trust Lead

Samantha McMahon
BA (Hons) | NPQH



Welcome to Future Schools Trust: **Relentless Ambition for Young People.**

We aim to achieve our vision by bringing together our family of schools to create a cohesive and aspirational community which enables every child and member of staff to exceed their expectations.

Our values are:

- Integrity
- Respect
- Resilience
- Strong Work Ethic
- Collaboration
- Equality

The best interests of young people guide every ambition and decision we take. We are passionate in our belief that schools are stronger when they work together whilst being proud and protective of the unique identity of each of our schools in the Trust. Maintaining a strong moral purpose and supportive but challenging culture is central to everything we aim to achieve.

I hope this introductory letter provides a sense of our culture and ethos and our direction of travel. If you decide to apply, we appreciate how long it takes to apply for jobs, but please do not send a general application; we are looking for someone prepared to respond to us, respecting where we are at on our journey as a Trust. You can be sure that we will take time and care in reading your personal application.

Electronic application forms should be completed on the Every Portal which you can access at <https://www.futureschoolstrust.com/vacancies/>.

Best wishes

Samantha McMahon

Application

We welcome applications from all qualified candidates, including neurodivergent individuals. If you are excited about this opportunity and believe you are a great fit for our team, please complete our School Application Form, we are unable to accept CVs. Electronic application forms should be completed on the Every Portal which you can access at www.futureschoolstrust.com/vacancies.

If you would like to take a look around our fantastic facilities and meet the staff that you could be working alongside, please email recruitment@futureschoolstrust.com to arrange a visit.

Health & Safety:

So far as is reasonably practicable, the postholder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the postholder is responsible, to maintain a safe working environment for employees and students/pupils.

Safeguarding:

Future Schools Trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Future Schools Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. All successful candidates will have to meet the person specification and will be subject to an Enhanced DBS check.

Future Schools Trust is dedicated to attracting the right teachers and support staff who are committed to developing and nurturing our students and we must provide the rewards for that to happen.

Alongside providing a competitive pay and benefits package, we offer lifestyle discounts for retail purchases and tax-efficient schemes for childcare and cycle-to-work purchases.

Pension Scheme

From your start date you can join either the Teachers Pension Scheme or the Kent County Council Pension Scheme. Contributions are made based on your salary scale.

Annual Leave

For support staff annual leave starts at 28 days a year plus Bank Holidays and increases after 5 years' service.

Cycle to work scheme

We offer a cycle to work scheme, this tax beneficial scheme encourages employees to cycle to work or take advantage of the scheme to purchase a bicycle for leisure.

Retail, Health & Social Offers through Kent Rewards

With Kent Rewards you can also get great discounts on pretty much everything you can imagine! Whether it's a meal at a restaurant, a trip to the cinema, or even a visit to a theme park there are plenty of ways that you can save.

Other offers

- Benenden Private Healthcare Scheme - Optional to Join
- Specsavers Vouchers
- Full access to our Employee Assistance Programme, 24/7

[Click here to view all our employee benefits.](#)





www.TigerPrimary.com

 Tiger Primary School

 Tiger Primary School



www.FutureSchoolsTrust.com

 futureschoolstrust

 Future Schools Trust

 Future Schools Trust

 fstrust