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EXCELLENCE

NURTURE

EXPLORATION

COMMUNITY



Alexandra
Primary School

Attendance and Family Support Lead Applicant Pack

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Welcome

Dear Applicant,

Thank you for your interest in joining the team at Alexandra Primary School. The school is a two-form entry primary, having grown from a three-form entry infant school. As part of our growth into a primary school, new KS2 accommodation was built including new classrooms, learning zone, additional groups spaces and a KS2 library. This accommodation was completed in September 2017.

Alexandra was rated outstanding by Ofsted in July 2023 and is an inclusive school with high expectations and aspirations for every pupil. We work closely with pupils and parents to develop our school values and these shape our philosophy, practice, and the experience of our pupils. We provide a safe, stimulating environment for our learners and a broad and creative curriculum that provides opportunities for each child. Our curriculum places an emphasis upon experiential learning and includes forest school provision. We have a broad range of extra-curricular activities for our pupils and provide very well attended breakfast and after-school clubs.

The role at Alexandra will be varied. We are looking for colleagues who share our passion, our ethos and expectations, who are positive and have the flexibility needed in a busy school. We want an Attendance and Family Support Lead who has integrity, who can motivate and inspire pupils and colleagues, and who enjoys working with equally committed and talented colleagues. If you have any queries, please contact the school office on 020 8546 7176 during term-time to arrange an informal chat with our senior staff.

New staff are warmly welcomed to Alexandra and we will help you to settle quickly into our school. As a school striving for excellence, we expect all staff to continue to develop professionally and will offer training where needed.

Our staff are committed to supporting and developing each pupil within our care. The school is a very positive place to work, with a strong 'can do' attitude and a core belief that every child can and will succeed as a result of receiving an outstanding primary education at Alexandra Primary School. We pride ourselves on our team ethic, our availability to parents, and our willingness to learn new skills and approaches to help our pupils achieve more

I hope that you are excited to find out more about our school and I look forward to receiving your application. The closing date is Monday 8th June at 9:00am. We reserve the right to close this advert or vacancy early if we receive sufficient applications or a suitable candidate is found. Interviews will be held on Tuesday 16th June 2026.

Yours sincerely,



Robert Waiting
Headteacher

Job advertisement

Attendance and Family Support Lead

We have an exciting opportunity for a part-time Attendance and Family Support Lead to join our team as soon as possible or September 2026. The role is dedicated to supporting children and their families. We welcome applications from those working within social care or from any individual with a talent for working with families.

Contract: Permanent, part-time, term-time only (and 5 INSET days per academic year)

Working hours: Monday - Friday 8:30am to 1:00pm, 22.5 hours/week.

Salary: Grade E, Point 12, Full-Time Equivalent is £32,535 per annum.

Actual salary: £17,831 per annum

We are located close to Richmond Park and are known for our positive culture of inclusion, achievement, kindness and belonging.

We can offer you:

- An inclusive, thriving and welcoming school, rated outstanding by Ofsted;
- Enthusiastic children with strong behaviour for learning attitudes and engaged parents;
- A stimulating and rewarding role;
- Attractive, new and refurbished premises with excellent facilities;
- A positive and supportive working environment.

Read more about us on our website. If you have any queries, please contact the school office in term-time to arrange an informal chat with our senior staff.

To apply: Submit a completed application form, including a Supporting Statement of no more than 2 sides of A4 stating how you meet the person specification, via MyNewTerm or by email to hr@alexandra.school

We regret that we cannot consider CVs.

Closing date: **Monday 8th June 2026 at 9:00am**. We reserve the right to close this advert or vacancy early if we receive sufficient applications or a suitable candidate is found.

Interview date: **Tuesday 16th June 2026**.

Alexandra Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All posts are subject to pre-employment checks, references will be sought and successful candidates will need to undertake an enhanced DBS check. An online search will be conducted on all candidates who are shortlisted for interview.

Application Process

Application form

Please review the Person Specification for the post and ensure that your personal statement reflects on how you meet these requirements in no more than 2 pages of A4. You should also complete the attached application form. We regret that we cannot accept applications that are not made on the official application form. Please make sure that you complete your contact details, including email address, and the names and contact details of two referees.

School visits

We will include a tour of the school on the interview day.

Closing date

The closing date for receipt of applications is **Monday 8th June 2026 at 9:00am**. We reserve the right to close this advert or vacancy early if we receive sufficient applications or a suitable candidate is found.

Please follow the instructions on the advertisement and submit your application via MyNewTerm or email the application directly to hr@alexandra.school

Shortlisting

We will assess all applications against the Person Specification criteria using the evidence you provide in your application. We will carefully check all applications for anomalies and any gaps in your employment history. Candidates who best meet the Person Specification will be invited to an interview via email.

References

For all candidates, we request two references deemed satisfactory by the school and will contact your referees if you are shortlisted. One referee should be your current or last employer.

Interviews

The interview process will take place at Alexandra Primary School on **Tuesday 16th June 2026**. Please provide photographic proof of identity, birth certificate, your right to work in the UK and proof of your NI number and qualifications with you.

Offer of Employment

We will make a verbal offer of employment by telephone followed by an offer letter in writing. Any offer is made subject to references which are deemed satisfactory by the school, satisfactory enhanced DBS check and satisfactory medical check. Each shortlisted candidate will be notified of the outcome of the selection process.

Data Protection Act 2018

The information you have provided will be stored on the school's secure database and will only be used to process your application. It will not be passed to any other organisation.

Safer Recruitment

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. An online search will be carried out on all shortlisted candidates. The successful candidate will be subject to Disclosure and Barring Service checks along with other relevant employment checks.

Alexandra Primary School

Job Description

Attendance and Family Support Lead

Scale:	Grade E
Responsible to:	SLT / SENCO
Important Internal Relationships:	Headteacher, teaching and support staff, pupils
Important External Relationships:	Parents and carers, visitors

MAIN PURPOSE OF JOB

Our Attendance and Family Support Lead will provide support, advice, and information to families and pupils at Alexandra Primary School with a strong focus on attendance, welfare, pastoral care and outreach both inside and outside school. The post-holder must have high expectations for all, be an excellent and empathic communicator and be committed to supporting every pupil.

MAIN RESPONSIBILITIES

Job Purpose

- Maintain regular communication, action plan and liaise with relevant staff and professionals to ensure parents and carers are consistently engaged in pupils' attendance and pastoral care.
- Assess the needs of families with primary aged children and to respond to families in need by offering support, advice and guidance appropriate to the situation and setting.
- Develop and deliver a preventative service and to provide support to improve the quality of care both within and outside the family environment.
- Work alongside the leadership team at Alexandra Primary School and other professionals to deliver a seamless service to families.
- Promote and support high levels of attendance.
- Coordinate or run parent/carers workshops and meetings.

Duties and responsibilities

Managerial responsibilities

- Will co-work with other professional staff and team members as appropriate to the caseload.

Supervision and guidance

- Line management and appraisal rests with the SENCO.

- The post holder will be required to attend team meetings and all appropriate training
- With appropriate supervision, will make decisions regarding the needs of children and families.
- Responsible for the management of own time on tasks associated with the job.

Working with parents and carers

- Build positive relationships with parents and carers, acting as a key point of contact for the parents/carers of pupils experiencing challenges with attendance and welfare
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise
- Put action plans in place to encourage parents/carers' involvement in supporting pupils' welfare and attendance
- 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, meetings etc)
- Monitor pupil attendance daily, supporting families, implementing and monitoring progress of action plans, working with parents/carers to make adjustments to support as necessary putting in place attendance plans where appropriate
- Carry out home visits, where required
- Identify trends in pupil attendance, referring families for further support through the Education Welfare Service
- Provide personalised support for parents/carers to help manage transition for their child
- Support parents/carers through the application process for accessing local services and activities and help them attend relevant meetings
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures. Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Develop, maintain and support, individually or in conjunction with others, a wide range of services to meet the needs of young children and their families including parenting classes.
- Promote links between relevant services and provision of services for children, providing a seamless service for children aged 7- 11. This may mean scheduling meetings with professionals and a family to ensure timeframes are adhered to.

Working with staff and other professionals

- Work with relevant staff to identify and bring onboard pupils and parents/carers that would benefit from personalised support
- Develop action plans in consultation with relevant staff and professionals, where necessary
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary
- Maintain regular communication with relevant staff to update them on

progress of individual pupils

- Working with colleagues to identify pupils that need additional support to improve their attendance
- Assist with presenting at resilience networks and carrying out early help assessments
- Assist with developing and reviewing the school's transition programme, contributing insights around the needs of parents/carers and pupils during this process
- Act as a key point of contact for professionals working to safeguard and support pupils
 - Develop awareness of the needs of primary aged children and contribute to their emotional, psychological and physical needs.
 - Develop, maintain and support, individually or in conjunction with others, a wide range of services to meet the needs of young children and their families including parenting classes.

Community enrichment and outreach

- To develop a calendar of enrichment opportunities for the school community, with a focus on those families that are hard to reach
- To proactively signpost and support families to activities in both term time and holiday time for disadvantaged pupils
- To liaise effectively with senior colleagues to ensure consistency of approach in enrichment activities across the school community
- To develop cultural capital for disadvantaged pupils
- Lead parent/carer groups as part of the school community

Record keeping and professional standards

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Maintain accurate records of support, action plans and relevant meetings
- Facilitate the transfer of relevant pupil information inside and outside the school
- Complete relevant paperwork required by external agencies
- Manage the process of issuing attendance penalty notices to parents
- Produce and interpret attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern
- Comply with all school policies and procedures relating to Child Protection, Inclusion, Equal Opportunities, Health and Safety, Welfare, Confidentiality and Data Protection and report any concerns to the appropriate person.
- Contribute to the overall aims and targets of the school, appreciate and support the roles of other members of the schoolwork team and attend and participate in relevant meetings as required.

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) and deputies to promote

the best interests of pupils, including sharing concerns where necessary

Support for the School

Be aware of and comply with school policies, particularly procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the Headteacher or Deputy Head.

- Be aware of and support diversity and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos of the school.
- Share responsibility for ensuring that your own knowledge and understanding is relevant and up-to-date.
- Assist in the general care of the school environment by undertaking tidying of general areas.
- Attend relevant meetings and participate in appraisal meetings.
- Participate in training and other learning activities as required.
- Provide specialist guidance to other staff and assist in the training and development of staff as appropriate.
- Take responsibility for the supervision of pupils out of lesson times as necessary. This could be before or after school or at lunchtimes / break times.
- Supervise pupils on visits, trips and out of school activities as required.
- Undertake other duties as may reasonably be required as agreed with the Headteacher.

Alexandra Primary School Person Specification

Attendance and Family Support Lead		
	Essential	Desirable
Experience:	<ul style="list-style-type: none"> ● Experience working within educational, health or social work setting for at least 2 years ● Experience of working in a team. 	<ul style="list-style-type: none"> ● Experience of leading a small team.
Qualifications/ Training:	<ul style="list-style-type: none"> ● A-levels or equivalent qualification. ● GCSE English and Maths at grade C or above or equivalent. 	<ul style="list-style-type: none"> ● L3 working with children and young people ● Qualifications in psychology or social care
Knowledge/Skills:	<ul style="list-style-type: none"> ● Good knowledge of Children's developmental needs ● Experience of working with pupils and parents ● Evidence of positive behaviour management skills. ● Understanding of child development and learning as well as experience of barriers to learning. ● Effective written and verbal communications ● Ability to tailor support and actions plans to individual pupils ● Ability to communicate effectively and sensitively with children, staff and parents/carers. ● Experience analysing data and producing reports, identifying key insights. ● Evidence of on-going professional development. ● Ability to work collaboratively as part of a team. ● Ability to work on own initiative with strong self-motivation. ● Organised, proactive and self- motivated ● Committed to safeguarding, equality, diversity and inclusion 	<ul style="list-style-type: none"> ● IT experience, including using Microsoft Office, Google services and Arbor ● Experience identifying interventions to raise attendance of pupils ● Knowledge of social care and childcare legislation including child protection procedures ● Degree ● First aid qualification

When completing your statement of application you should ensure that you provide supporting evidence of how you meet the criteria through reference to recent work or other relevant experience.

Criteria will be further tested later in the process through interviews and other tasks.