

Job Title:	Family Liaison for Attendance (FLO)	Reports to:	Assistant Headteacher
Location:	Millbay Academy / UTC Plymouth	Accountable to:	Headteacher, Millbay Academy
Salary/Grade:	Grade F	Hours of Work:	32.5 hours per week term-time only (39 weeks)

Principle Purpose of the Role

To promote and support excellent pupil attendance at Millbay Academy, Plymouth by building strong relationships with families and working closely with staff to identify and address barriers to regular attendance. The postholder will provide direct, early intervention with families, supporting students whose education is at risk due to attendance concerns, and ensuring compliance with statutory expectations. The role combines elements of family liaison, attendance monitoring, and targeted intervention to improve outcomes for pupils.

As well as the core responsibilities detailed above, other key areas of accountabilities and tasks include:

Key Duties

- Work closely with the Senior Leadership, Pastoral and Safeguarding teams to identify and support pupils with low or irregular attendance.
- Promote positive attitudes towards attendance and punctuality, supporting the school's attendance strategy and improvement targets.
- Establish effective relationships with families to identify and address barriers to school attendance, providing practical advice and emotional support.
- Conduct home visits where necessary to engage families and encourage pupil reintegration into education.
- Visit pupils attending Alternative Provision, provide the link between schools and families and ensure that they are attending and making appropriate progress.
- Monitor daily and weekly attendance data, identifying patterns, trends and concerns, and report findings to senior leaders.
- Work collaboratively with teaching, pastoral and SEND staff to develop coordinated plans of support for individual pupils.
- Liaise with the Local Authority Education Welfare Service and other external agencies where required to support statutory interventions.
- Support parents and carers to understand their legal responsibilities regarding school attendance.
- Maintain accurate and confidential casework records in line with school and Trust data protection procedures.
- Contribute to whole-school attendance initiatives, assemblies, and awareness campaigns promoting regular attendance.
- Working with the Attendance Officer (EWO), provide regular reports for senior leaders on attendance progress, casework outcomes and impact of interventions.



- Participate in multi-agency meetings and contribute to Early Help assessments as required.
- Ensure safeguarding and child protection concerns identified through attendance work are promptly reported to the Designated Safeguarding Lead.

Generic Responsibilities

- To maintain ongoing Continuous Professional Development (CPD) activity and undertake any in-service training related to the post, including annual mandatory and role-specific training.
- To maintain regular contact and good working relationships with all staff throughout the Trust and external organisations.
- To maintain the security of the data held in the Trust systems in line with all relevant legislation, including the Data Protection Act 1998 and UK General Data Protection Regulations.
- To actively participate and attend team (and other) meetings as required for updates regarding Departmental procedures and action accordingly.
- To support the Trust's internal and external audit processes.
- To act as an exemplary role model of the Trust's values and behaviours.
- To ensure that safe working practices are followed in respect of all areas within the provisions of The Health and Safety at Work Act 1974.
- To comply with Trust Policies and Procedures.
- To maintain confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other people except in the recognised course of duty. The postholder must always meet the requirements of the Data Protection Act.
- To be aware of, promote and implement the Trust's Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.

Staff Development and Performance

- The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
- The Trust will aid and agree development objectives for the postholder to enable the postholder to achieve their objectives and standards in line with the development plan.
- If the postholder feels they are not achieving their objective as agreed in the development plan they will bring it to the attention of their line manager at the earliest opportunity.

Demands and Working Conditions

This is a full-time, term-time post with variable workloads across the academic year. The role involves regular contact with pupils, parents and carers, including some home visits, which may require flexibility in working hours. The postholder may experience challenging situations when addressing attendance concerns with families, and will require resilience, empathy and professional integrity. A high degree of confidentiality is required when handling sensitive information, and adherence to safeguarding and data protection regulations is essential.

Note: You may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of responsibility entailed. As such, the job description



therefore is not intended to be exhaustive. It is also subject to change in the light of service developments and in consultation with the postholder and their manager. The post holder will be expected to adopt a flexible attitude to the duties to meet deadlines.

Person Specification

Education and Training			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
GCSE English and Mathematics Grade C/4 or above (or equivalent)	E	X	
Level 3 qualification in a relevant area such as education, social care or child development	D	X	
Evidence of ongoing CPD related to attendance, safeguarding or family support	E	X	
Experience, Knowledge and Skills			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Proficiency in Microsoft Office programs, specifically, Word, Excel, Outlook, PowerPoint	E	X	
Knowledge of how to work and maintain confidentiality in relation to data/information at all times	E		X
Ability to read, write and communicate effectively in English in order to deliver in all aspects of the role	E		X
Experience of working with children, young people and families in an educational or community setting	E	X	
Experience of improving school attendance or supporting pupil engagement	E	X	X
Ability to build positive, trusting relationships with families and pupils	E	X	
Knowledge of attendance legislation, safeguarding and child protection procedures	E	X	X
Strong interpersonal and communication skills, both written and verbal	E	X	
Good IT skills including experience with management information systems	E	X	
Experience of multi-agency working to support vulnerable families	D	X	X
Personal Attributes			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Highly organised and able to manage a busy workload	E		X
Commitment to safeguarding and promoting the welfare of children and young people	E		X



Clear understanding and working knowledge of Reach South Academy Trust, its ethos and values partners, relevant systems and procedures	E		X
Demonstrate personal and professional integrity, including modelling values and vision;	E		X
Commitment to promote and support the aims and value partners Reach South Academy Trust	E		X
Motivated to work within the education sector and alignment with Reach South values and behaviours	D		X
Empathetic, patient and non-judgemental when working with families	E		X
Resilient and able to manage challenging conversations constructively	E		X
Flexible and adaptable to meet changing priorities	E		X

