

# Family Liaison Officer

## Job Description



<b>Responsible To:</b>	School Business Manager / Headteacher
<b>Primary Purpose:</b>	The welfare of our children is at the heart of this role - our Family Liaison Officer is the conduit between school and families, ensuring all children have the opportunity to make the most of the opportunities available in school.
<b>Grade:</b>	Bucks Pay 3
<b>Working Pattern:</b>	Mon, Tues & Fri, 8.30am – 1.30pm Wed & Thurs 8.30am – 3.30pm Total hours 28 hours per week Term time only plus inset days (39weeks)

### Main Duties & Responsibilities

1. To take responsibility for the School's attendance monitoring system(s) including:
  - a. accurately maintaining the school attendance register, chasing all unaccounted absenteeism by 9.15am and coding appropriately
  - b. dealing with absence calls, lateness booking-in/'signing out' and the completion of records accordingly.
  - c. producing monthly attendance reports for the Headteacher
  - d. liaising with those families where the child/children's attendance is a cause for concern
  - e. track attendance of vulnerable groups of pupils and share information with school leaders
  - f. identify pupils that need additional support to improve their attendance and work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils
  - g. build positive relations with parents/carers to encourage family involvement in their child's attendance
  - h. identify, and where possible, mitigate potential barriers to attendance in partnership with families
  - i. carry out home visits, where necessary, to address attendance concerns for individual pupils
  - j. develop communications to encourage attendance, both generally and those with poor attendance. Ensure all communications reflect the needs of the cohort, including content and the channel used.
  - k. submit fixed penalty notices to the Local Authority as required and liaise with parents in relation to the absence
  - l. maintain evidence of all support offered/given to parents to improve attendance
2. To be a key point of contact for families at the school at times of additional need
  - a. listen sympathetically to parent's/carer's needs
  - b. pass on information to relevant parties, respecting confidentiality and safeguarding priorities
  - c. support HT, Pastoral Lead, SENCO, teachers and LSAs in delivering and monitoring any plans in place
  - d. Maintaining a log of all parent contact, applying confidentiality as appropriate, to make the contact as seamless as possible for parents and minimise unnecessary anxiety
3. Work with Office Manager to ensure all home school communications reflect the diverse cohort attending our school

4. To act as primary contact for prospective families joining the school as an in-year transfer
  - a. providing a tour of the school for prospective families and following up after their visit
  - b. promoting the school's open day each year and providing a friendly welcome to families attending
  - c. ensuring parents/carers understand the application process, including application for transport if applicable
  - d. work with Office Manager during the admissions process and when children first start at school parents are settled into school life
  - e. working with parents/carers of children with additional needs, whether SEN needs of the children or parents, potential pupil premium families or where language or literacy may present a barrier to manage the transition to a new school
5. To be a primary point of contact for children and families new to the school in Early Years
  - a. providing a tour of the school for prospective families and following up after their visit
  - b. promoting the school's open day each year and providing a friendly welcome to families attending
  - c. ensuring parents/carers understand the application process, including application for transport if applicable
  - d. working with parents/carers of children with additional needs, whether SEN needs of the children or parents, potential pupil premium families or where language or literacy may present a barrier to manage the transition to school
  - e. work with Office Manager during the admissions process and when children first start at school parents are settled into school life
6. Document management e.g. filing, issuing documents to relevant parties as required, compliance with GDPR policies
7. To convey a polite, professional and positive image of High Ash, reflecting the school's vision through:
  - a. send home-school communications as required by HT and SLT that are timely, clear, and engaging, whether sent as emails or text messages
  - b. responding to incoming emails to school from parents and other stakeholders
  - c. maintain a welcoming and informative reception environment and ensure, in conjunction with relevant colleagues, that the switchboard and reception point is staffed throughout the morning.
  - d. ensure that all visitors, parents, Governors or other guests receive the appropriate hospitality.
  - e. respond to telephone and personal enquiries, ensuring that, where necessary, messages are taken and referred accordingly
  - f. update website as required ensuring accurate and up-to-date
8. To ensure school security and safeguarding arrangements are always complied with, including:
  - a. the issue of visitor/contractor badges, signing of the visitor book and checking identification.
  - b. to issue visitors with the School Safeguarding guidance
  - c. compliance with cybersecurity policies
9. To provide clerical support to the Headteacher and other members of the SLT, including:
  - a. dealing with a range of correspondence
  - b. maintaining diaries, making appointments and setting up meetings as required
10. To assist, as required, with clerical tasks associated with the following:
  - a. arrangements for outside activities and school events
  - b. arrangements for school transport
  - c. arrangements for processing 11+ and other relevant examinations
  - d. arrangements for supply cover
  - e. general admin support as requested

11. Participate fully in the school appraisal system.
12. Undertake appropriate training where required, including (but not limited to) Safeguarding Children, First Aid training, administering medicines, GDPR and cybersecurity.

The duties of this post may vary from time to time, as required by the Headteacher, without changing their general character or the level of responsibility entailed.