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Turing House School, 221a Hospital Bridge Rd, Whitton TW2 6LH

Family Attendance and Liaison Officer

Contract: Full time, Term Time Only (22.5–37 hours per week negotiable)

Salary: NJC11 to NJC17 (Outer London) FTE Salary: £32,070 to £34,998

Job Profile

Core Purpose

To lead the operational management of attendance data and deliver proactive, relationship based interventions to improve whole school attendance. The postholder will combine rigorous data analysis with direct family engagement, including home visits and escorting pupils into school where appropriate, to reduce persistent and severe absence. This is an outward facing, safeguarding aligned role with significant responsibility for vulnerable pupils.

Key Responsibilities

Analyse attendance data daily and weekly to identify:

- ✓ Persistent absence (below 90%)
- ✓ Severe absence (below 50%)
- ✓ Pupils whose attendance is declining
- ✓ Vulnerable groups
- ✓ Produce clear, actionable reports for SLT, governors, and pastoral teams.
- ✓ Identify trends and recommend targeted interventions.
- ✓ Maintain accurate intervention logs and case records.

Family Engagement & Intervention

- ✓ Act as lead professional for targeted attendance cases.
- ✓ Conduct structured meetings with parents/carers to address attendance issues.
- ✓ Carry out home visits where necessary to support families and address concerns.
- ✓ Collect pupils from home where necessary and appropriate.
- ✓ Build positive, professional relationships with families.



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- ✓ Work collaboratively with families to identify barriers and agree action plans.
- ✓ Monitor the impact of interventions and adjust strategies as needed.

Safeguarding & Vulnerable Pupils

- ✓ Identifying when absence becomes a safeguarding concern.
- ✓ Work closely with the Designated Safeguarding Lead (DSL), SENCo, and pastoral leaders.
- ✓ Contribute to Early Help processes where appropriate.
- ✓ Ensure all work aligns with statutory guidance.
- ✓ Maintain strict confidentiality and professional boundaries at all times.

Operational Support Linked to Attendance

- ✓ Coordinate fixed penalty notice processes in line with statutory guidance.
- ✓ Liaise with the Education Welfare Officer (EWO) and external agencies.
- ✓ Ensure attendance documentation is compliant and audit ready.
- ✓ Respond to attendance-related enquiries from staff and families in a timely manner.

Person Specification

Qualifications and Training

- ✓ Level 3 qualification (or above) or equivalent experience.
- ✓ Evidence of continuous professional development.

Experience

- ✓ Experience working with children, families or in an educational setting.
- ✓ Experience of data management and analytical reporting.
- ✓ Experience conducting meetings and/or home visits.
- ✓ Experience working in a multidisciplinary team.

Skills and Knowledge

- ✓ Knowledge of attendance regulations and safeguarding requirements.
- ✓ Analytical skills and proficiency with MIS systems.
- ✓ Ability to build supportive relationships with pupils and families.
- ✓ Ability to work independently and maintain records.
- ✓ Excellent communication skills.



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Personal Qualities

- ✓ High expectations for all pupils.
- ✓ Commitment to school ethos and values.
- ✓ Resilience and emotional intelligence.
- ✓ Strong interpersonal skills.
- ✓ Commitment to safeguarding.

How to Apply

For further details and to apply, please visit our website. We look forward to receiving your application!