



PERSON SPECIFICATION

Family Liaison Officer

Category	Essential	Desirable
Qualifications		
Minimum Grade C GCSE in English and Mathematics or equivalent	*	
Educated to Level 4/5 or relevant experience in a working environment		*
Relevant qualification or experience		*
Experience		
Experience of working with professionals, parents/carers and young people	*	
Experience of working in a school		*
Skills		
Ability to use own initiative as well as working within a team environment	*	
Excellent communication and interpersonal skills	*	
Ability to interact with students	*	
The ability to use ICT effectively	*	
Ability to be attentive to detail, work to high levels of accuracy and adhere to strict deadlines	*	
Ability to understand and carry out verbal and written instructions	*	
Ability to organise and prioritise work	*	

Ability to remain confident yet discreet in dealing with visitors, parents and students	*	
Ability to make quick decisions on which enquiries need to be referred on and dealt with	*	
Be aware of child safeguarding arrangements	*	
Qualities & aptitude		
Commitment to achieving high standards	*	
Enthusiasm and a positive outlook	*	
Excellent attendance and punctuality	*	
Responsible, honest and reliable	*	
Good personal organisation	*	
A sensitive and caring manner	*	
Ability to remain calm under pressure	*	

Authentic Education is committed to providing a safe, supportive and stimulating environment for all its pupils following Keeping Children Safe in Education Guidelines. This post is exempt from the Rehabilitation of Offenders Act 1974.