



JOB DESCRIPTION & PERSON SPECIFICATION

Attendance & Family Liaison Officer **Responsible to - Assistant Principal**

Introduction

This rewarding role focuses on supporting students who are severely absent from education, helping them to overcome barriers and successfully re-engage with learning. Working as part of a dedicated and supportive team, you will play a key role in promoting the attendance, welfare, and educational outcomes of some of our most vulnerable students.

You will work closely with families, school staff, external agencies, and the SEND team to identify the challenges affecting attendance and develop effective strategies to address them. Through a proactive, compassionate, and relentless approach, you will empower students to access the education they deserve and ensure that their educational needs remain a priority.

As an Attendance and Family Liaison Officer, you will:

- Coordinate the day-to-day support and monitoring of students who are severely absent from education, ensuring timely and effective interventions.
- Work collaboratively within the attendance team to monitor daily attendance and maintain accurate records through the school's registration processes.
- Conduct regular welfare visits for students accessing alternative provision, ensuring their safety, wellbeing, and engagement with education.
- Build and maintain positive, professional relationships with parents, carers, and external agencies to support improved attendance and student outcomes.
- Identify emerging concerns and make appropriate referrals to internal and external support services at the earliest opportunity.
- Play an active role within the Student Welfare Team, contributing to the school's safeguarding responsibilities and promoting the welfare of all students.
- Work closely with school staff, families, and partner agencies to remove barriers to attendance and support students in accessing the education they deserve.
- Champion the needs of vulnerable students, providing support, challenge, and advocacy to help them achieve their full potential.

Supporting Students' Attendance

As an Attendance and Family Liaison Officer, you will:

- Identify students who are at greatest risk of persistent and severe absence, ensuring that appropriate support and intervention are put in place at the earliest opportunity.
- Set and monitor attendance targets, following school policies and local authority procedures to promote and secure regular school attendance.

- Work as part of the attendance team to monitor daily attendance, ensuring that registers are completed accurately and in a timely manner across the academy.
- Analyse attendance data to identify trends, concerns, and barriers to attendance, using this information to inform intervention strategies.
- Work collaboratively with the school's SEND, pastoral, and safeguarding teams to develop and implement plans that support improved attendance and engagement.
- Coordinate individualised support for students whose attendance places them at risk of poor educational outcomes.

Working with Families and External Professionals

- Build positive and supportive relationships with parents and carers, working in partnership with families to reduce absence and address barriers to attendance.
- Support families to access appropriate services and resources that will help improve student attendance, wellbeing, and engagement with education.
- Make referrals to external agencies where appropriate, including Children's Social Care, Educational Psychologists, CAMHS, School Inclusion Services, and other specialist support providers.
- Work closely with external professionals and multi-agency partners to develop coordinated plans for students with high levels of absence.
- Lead and participate in meetings with families and professionals to review progress, identify ongoing challenges, and agree next steps.
- Conduct regular welfare visits for students accessing alternative provision, ensuring their safety, wellbeing, and continued engagement with education, while monitoring the suitability and quality of the provision.
- Act as an advocate for vulnerable students, ensuring their educational needs remain a priority and that they receive the support necessary to access and succeed in education.

General Responsibilities

As an Attendance and Family Liaison Officer, you will:

- Maintain accurate, up-to-date records and contribute to the effective use of school information systems, including those relating to attendance, behaviour, progress, welfare, and learning.
- Demonstrate a strong understanding of SEND-related strategies, processes, and developments, and apply this knowledge effectively within daily practice.
- Take reasonable care for your own health and safety, as well as that of colleagues, students, visitors, and school resources while carrying out your duties.
- Work collaboratively with school leaders and managers to ensure compliance with health and safety legislation and the implementation of safe working practices.
- Carry out all duties in accordance with Trust and Academy policies, procedures, and relevant legislation, including those communicated through induction, professional development, performance management, and ongoing academy and Trust communications.
- Uphold the highest standards of professionalism, confidentiality, and integrity in all aspects of the role.
- Contribute actively to the school's safeguarding culture, recognising that safeguarding is everyone's responsibility.
- Remain vigilant to signs of harm, neglect, abuse, exploitation, or vulnerability, taking appropriate action in line with safeguarding procedures to ensure that students are protected and supported.

Other Responsibilities

- Play a full and active role in the life of the school community, supporting and promoting its vision, values, and ethos.
- Act as a positive role model for students and colleagues, encouraging high standards of behaviour, attendance, and engagement.
- Promote and adhere to all Academy and Trust policies and procedures.
- Comply with the Academy's Health and Safety Policy and undertake risk assessments where appropriate.
- Participate in relevant training and professional development to enhance knowledge, skills, and effectiveness within the role.
- Comply fully with the Academy's safeguarding procedures and ensure all mandatory safeguarding and related training is completed and kept up to date.
- Undertake any other duties commensurate with the grade and responsibilities of the post, as reasonably directed by the Headteacher, Senior Leaders, or Trust representatives.

Criteria

In order to be shortlisted for this post, you will need to demonstrate, using examples in your application, that you meet the criteria listed below. Competence may be demonstrated through knowledge, experience, skills, abilities, education, training, work and other activities. In your response you should describe the activity you have chosen to demonstrate each area, describe what happened and what the outcome was.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified, Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers

Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students

This job description is current at the date shown, but following consultation with you, may be changed by the Principal to reflect or anticipate changes in the job which are commensurate with the salary and job title

I confirm that I have read and understood the details contained within this job description. I understand that by signing this document, I agree to the terms and conditions contained within it.

Signed

Print Name

Dated

PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE ASSESSED VIA APPLICATION FORM & SELECTION PROCESS
• SEN specialist with a clear understanding of how children learn and their barriers to school attendance	D
• Ability to lead, work and plan as part of a team	E
• Knowledge of local authority attendance systems	D
• Knowledge external professional support available to support students attendance	D
• Commitment to parental involvement	E
• Mini bus driving licence (or willing to attend training)	D
• Full, clean driving licence with own car and business insurance to conduct welfare visits	E
• Experience of working with students who have SEMH needs	D
• Experience of supporting learners with ASC.	D
• Experience of planning and monitoring personal attendance packages	D
• Experience of liaison and co-operation with other professional agencies	D
• Experience of completing school attendance systems such as register taking and completing local authority referrals	D
• Experience of working with families who require a strong family network to support student attendance	D
• Commitment to continue professional development	E
• Safeguarding Level 3	D
Additional factors	
• Ability to work flexibly and co-operatively as a member of the school team	E
• To be positive, sensitive, resilient, enthusiastic, trustworthy, respectful of confidentiality and promote a good image of the school in the wider community	E
• Willing to participate in additional school activity, and involvement in the wider life of the school	E
• Good organisational skills yet flexible and motivated in attitude to respond to the changing needs of the school	E
• A commitment to the whole school philosophy and a desire to continually strive for improvement	E
• An Enhanced Disclosure & Barring Service check and an Asylum & Immigration check (if applicable).	E
• Willing to participate in additional school activity, and involvement in the wider life of the school	E