



Person Specification			
<b>Job Title</b>	Family Support Worker	<b>Author</b>	Jo Evans
<b>Date Created</b>		<b>Date Reviewed</b>	February 2026
<b>Level</b>	5	<b>SCP</b>	13 - 23
<b>Hours</b>	37 hours per week	<b>Allowance</b>	None
<b>Weeks Per Year</b>	Term-time + INSET	<b>Line Manager</b>	Safeguarding Manager

This person specification defines the type of person required, and describes the essential and desirable skills, knowledge, qualifications, specific conditions and competencies required to undertake the duties of the job description.

Items marked as 'E' (Essential) must be demonstrated on the application form and/or at interview, as indicated below. Failure to do so is likely to result in the application in question being omitted from a short list for interview.

Items marked as 'D' (Desirable) may form the basis for selection and should be demonstrated, if possible, in the application form ('A') and / or at interview ('I') as indicated below.

Key:		
E – Essential	D – Desirable	A – Application Form
I – Interview Process		

Qualifications		E	D	A	I
1	5 A* - C Level GCSEs or equivalent including English and Maths	✓		✓	
2	Appropriate childcare qualification at NVQ Level 3 or willingness to undergo in the first year of employment	✓		✓	
3	Valid UK driving licence	✓		✓	
Knowledge & Understanding		E	D	A	I
Able to evidence and apply up to date secure knowledge and understanding of:					
1	Relevant legislation and guidance in relation to working with, safeguarding and the protection of children and young people	✓		✓	✓
2	Relevant aspects of relevant legislation eg Safeguarding (Keeping Children Safe in Education), Health and Safety at Work 1974, GDPR 2018, Freedom of Information Act 2010, The Equality Act 2010 etc	✓		✓	
Skills		E	D	A	I
1	Ability to work in an organised and methodical manner	✓		✓	✓
2	Communicate clearly and effectively in the English language, with children and adults, both verbally and in writing.	✓		✓	✓





3	Effectively work as a member of a team; both the Support Staff team and the wider school teams to ensure consistency and cohesiveness	✓		✓	✓
4	Excellent interpersonal skills and the ability to relate to people with understanding, humour and tact; to communicate effectively with a wide range of potential audiences and to listen and understand the point of view and opinions of other people	✓		✓	✓
5	Be resilient and optimistic in order to manage day-to-day challenges in a busy school environment	✓		✓	✓
6	Take personal responsibility, demonstrate a readiness to reflect and self-evaluate and the ability to change, improve and develop	✓		✓	✓
7	Build professional relationships with children and families	✓		✓	✓
8	Ability to maintain efficient record keeping and to produce accurate and up to date reports	✓		✓	✓
9	Ability to work in a confidential, discreet and sensitive manner	✓		✓	✓
10	Ability to attend challenging meetings with parents and external agencies as required	✓		✓	✓
<b>Experience</b>		<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>
1	Working and dealing sensitively with families, staff and pupils in a school environment	✓		✓	✓
2	Use Microsoft Word, Excel, Outlook, PowerPoint and other appropriate software effectively	✓		✓	
3	Effectively working in challenging circumstances whilst remaining calm	✓		✓	✓
4	Awareness of issues affecting parents and children	✓		✓	✓
<b>Personal Attributes</b>		<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>
1	High levels of honesty and integrity and a highly ethical approach to all aspects of the role	✓		✓	✓
2	Have a passion for and relentless determination that every child develops and succeeds	✓		✓	✓
3	Have high standards in terms of attendance, punctuality and meeting deadlines	✓		✓	✓
4	Adaptability to respond appropriately to challenging situations	✓		✓	✓
5	Willingness to participate in further training and development opportunities offered by the school to further enhance knowledge	✓		✓	
6	Demonstrate a positive, confident approach with enthusiasm and maintain appropriate professional boundaries in relationships with children	✓		✓	✓
7	Be flexible to the ever-changing demands of working in a school	✓		✓	✓
8	Committed to safeguarding and promoting the welfare of children and successfully DBS cleared	✓			✓
9	Exemplify all Claycots Values (Respect, Integrity, Curiosity and Kindness)	✓		✓	✓

