



Job Description

Job Title: Community Engagement Officer

Location: The Aspire Academy

Job Description

Job Title	The Aspire Community Engagement Officer
Location:	The Aspire Academy
Hours per week:	37.5 hours per week
Weeks worked per year:	39 weeks per year (Term Time Only)
Reporting to:	Simon Stevenson - Headteacher
Salary Scale:	Support Scale 4, Points 7-11

Main purpose of Role

- Brief Bullet points summarising role (Max 2).
- Brief Bullet points summarising role (Max 2).

Principal Accountabilities:

Main Duties:	The Family Support Worker at The Aspire Academy, part of Esteem Multi-Academy Trust, plays a vital role in supporting the welfare and well-being of pupils and their families within a secondary school alternative provision setting. This role is central to fostering a positive, supportive environment that aligns with the school's vision of providing transformational support to some of the most challenging young people in Worcestershire. By working closely with families, the role helps to improve pupil engagement, attendance, and outcomes through holistic support, contributing to the Academy's commitment to delivering high-quality alternative and vocational education for KS3 and KS4 pupils.
Family Welfare Support:	<ul style="list-style-type: none"> • Provide practical and emotional support to families of pupils attending the Academy to promote their well-being and engagement with education. • Act as a liaison between the school, families, and external agencies to coordinate support services and interventions tailored to individual family needs. • Support families in overcoming barriers to attendance, learning, and social inclusion. • Facilitate communication and build trusting relationships with families to encourage positive involvement in their child's education and development.

Pupil Support and Engagement:	<ul style="list-style-type: none"> Work collaboratively with teaching staff, pastoral teams, and support workers to identify pupils and families requiring additional support. Assist in developing and implementing strategies to improve pupil attendance, behaviour, and emotional resilience. Support pupils and families during periods of transition, including reintegration into mainstream education or vocational pathways.
Community and Multi-Agency Collaboration:	<ul style="list-style-type: none"> Develop and maintain effective partnerships with external agencies such as social services, health providers, and voluntary organisations to ensure holistic family support. Represent the school at relevant multi-agency meetings and contribute to safeguarding and welfare planning.
Administrative and Reporting Duties:	<ul style="list-style-type: none"> Maintain accurate records of family contacts, interventions, and outcomes to monitor impact and inform school reporting. Contribute to the evaluation and development of family support services within the school.
Contribution to School Ethos:	<ul style="list-style-type: none"> Promote the school's values of respect, resilience, and inclusion in all interactions with pupils, families, and colleagues. Support the wider life of the Academy by participating in school events, meetings, and professional development activities.
Skills and Competencies:	<ul style="list-style-type: none"> Excellent interpersonal and communication skills, with the ability to build rapport and trust with diverse families and pupils. Strong understanding of the challenges faced by pupils in alternative provision and their families, including social, emotional, and behavioural needs. Ability to work collaboratively within a multi-disciplinary team and with external agencies. Empathy, patience, and resilience in supporting vulnerable families.

	<ul style="list-style-type: none"> Good organisational skills with the ability to manage caseloads, maintain accurate records, and prioritise tasks effectively. Knowledge of safeguarding procedures and child protection legislation relevant to secondary school settings. Commitment to promoting inclusion, equality, and respect for diversity in line with the Academy's ethos.
Professional Development:	<ul style="list-style-type: none"> Opportunities to engage in ongoing professional development to enhance skills in family support, safeguarding, and multi-agency working. Access to training aligned with the Academy's vision for transformational support and continuous improvement. Participation in reflective practice, supervision, and appraisal processes to support personal and professional growth. Encouragement to contribute to the development of best practises in family engagement and welfare within alternative provision education.
Other General Requirements	<ul style="list-style-type: none"> Represent and promote the ethos and values of Esteem Multi-Academy Trust To take and be accountable for all decisions made within the parameters of the job description Participate with performance management and training and activities that contribute to personal and professional development Actively promote and act at all times in accordance with the policies of the MAT e.g. Safeguarding, Health and Safety, Equal Opportunities & GDPR. Provide a high standard of customer service in all dealings internal and external to the MAT

This Job Description is non-exhaustive and sets out the main expectations of the post holder. This Job Description can be altered with the agreement of the postholder and will be reviewed regularly. 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

The MAT will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Esteem Multi-Academy Trust is committed to safeguarding and promoting the welfare of all its students. We expect all staff, volunteers and agency staff to share this commitment. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

Signed:



Date: 05.02.2026