



**Longcause Community
Special School**

JOB DESCRIPTION

NAME:
POST TITLE: Family Team Administrator
GRADE: D (Point 8-14), NJC Scale
RESPONSIBLE TO: Headteacher
LINE MANAGER: Family Team Lead

Duties and Responsibilities

This is an essential team role within the office, supporting the needs of both staff and visitors. The post holder will work closely with and under the direction of the line manager, providing support in the delivery of key responsibilities. The role is dynamic and fast-paced, with shifting priorities, and tasks will be carried out as directed by the line manager. The responsibilities outlined below are representative of the role and are not an exhaustive list.

Key Responsibilities:	
Family Support	<ul style="list-style-type: none">● To provide balanced and impartial information and general advice to parents, under the guidance and direction of the Family Team Lead.● Responsible for the administration of all pupil records on the computer system and in pupil files.● To show prospective parents around the school, and provide advice to all prospective parents on the admissions process.● To provide the Head and Deputy Head safeguarding, pastoral care and guidance for pupils - liaising with parents and staff regarding pupils' needs.● Liaising with School Counsellor for pupil counselling support.● Provide information and support for parents who have concerns about early signs of social, learning, emotional, health or behavioural issues with their children.

	<ul style="list-style-type: none"> ● Work proactively with parents to improve pupil attendance and reduce the number of exclusions. ● Work with parents to support their role in achieving the five outcomes for children as set out in Every Child Matters. ● Attend Parent Consultation Evenings and Governors/staff meetings as required. ● Working with pupils who have been identified as requiring pastoral support, as directed by the Head, Deputy Head(s) and Family Team Lead. ● To be the key link for families for residential, trips and events. ● Responsible for completing exclusion paperwork as required. ● Promote parental engagement in the school ● Keeping parents informed on a variety of topics such as parents' evenings, school trips etc, via phone calls, letters, text to parents and website.
<p>Safeguarding</p>	<p><u>Managing Referrals:</u></p> <ul style="list-style-type: none"> ● Refer cases of suspected abuse and neglect to the local authority children's social care ● Support staff who make referrals to the local authority children's social care ● Refer cases to the Channel programme where there is a radicalisation concern ● Support staff who make referrals to the Channel programme ● Refer cases to the Disclosure and Barring Service where a person is dismissed or leaves due to risk or harm to a child ● Refer cases to the police where a crime may have been committed <p><u>Working with staff and other agencies:</u></p> <ul style="list-style-type: none"> ● Act as a Deputy DSL supporting the Deputy Safeguarding Lead and other Deputy DSLs ● Act as a source of support, advice, and expertise for all staff ● Act as a point of contact with the safeguarding partners ● Inform the Lead DSL of safeguarding issues, especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations, and the requirement for pupils to have an appropriate adult ● Liaise with staff on matters of safety, safeguarding and welfare (including online and digital safety), and when deciding whether to make a referral by liaising with relevant agencies so that children's needs are considered holistically ● Liaise with the senior mental health lead and, where

	<p>available, the mental health support team, where safeguarding concerns are linked to mental health</p> <ul style="list-style-type: none"> ● Promote supportive engagement with parents and/or carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances <p><u>Training:</u></p> <ul style="list-style-type: none"> ● Undergo training (at least every 2 years) to gain the knowledge and skills required to carry out the role and meet the expectations set out in KCSIE ● Undertake Prevent awareness training ● Refresh knowledge and skills at regular intervals and at least annually <p><u>Providing support to staff:</u></p> <ul style="list-style-type: none"> ● Support and advise staff and help them feel confident on welfare, safeguarding and child protection matters ● Support staff during the referrals process ● Support staff to consider how safeguarding, welfare and educational outcomes are linked, including to inform the provision of academic and pastoral support ● Support staff with CPOMS queries <p><u>Understanding the views of children:</u></p> <ul style="list-style-type: none"> ● Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, and in any measures the school may put in place to protect them ● Understand the difficulties that children may have in approaching staff about their circumstances and consider how to build trusted relationships which facilitate communication <p><u>Holding and sharing information:</u></p> <ul style="list-style-type: none"> ● Understand the importance of information sharing, both within the school, with other schools and colleges on transfer, and with the safeguarding partners, other agencies, organisations and practitioners ● Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) ● Keep detailed, accurate, secure written records of concerns and referrals
<p>Medication and First Aid</p>	<ul style="list-style-type: none"> ● Ensuring that first aid forms are printed and stored in the staff room ● Ice packs in the staff room freezer and checked regularly ● Support to administer medication daily as required ● To ensure parents medical consent forms are completed

	<ul style="list-style-type: none"> ● To ensure that all medications are returned to families at the end of term ● Ensure that medications including EpiPen's and prescribed medication is in date, follow up with parents/carers ● Check medicines across the school termly and as required ● Sign in medication and liaise with staff for arrangements ● Organise all medicals for pupils, and any related medical visits such as, orthoptist visits as directed by Family Team Lead. ● Ensuring all medical supplies, first aid kits, hygiene products are all up to date and well stocked and order when required ● Organise staff and pupil vaccinations and liaise with vaccination team as directed by Family Lead
<p>General</p>	<p><u>Administration:</u></p> <ul style="list-style-type: none"> ● Coordinate Annual reviews in conjunction with Teachers. ● Prepare and send paperwork for annual reviews. ● To provide routine clerical support e.g. photocopying, filing, emails, archiving, completing routine forms ● Set up new academic year on SIMS to include new classes and pupil moves ● Maintain manual and computerised records/management information systems ● Complete daily registers for pupils in line with requirements ● Arrange and coordinate whole school visits by medical professionals including the school nurse, paediatricians, vaccinations ● Sort and distribute mail ● Arrange and coordinate appointments with external agencies for example photographer, guitar lessons <p><u>Website, Newsletter and Facebook:</u></p> <ul style="list-style-type: none"> ● Updating the website as directed by SLT ● Updating the Longcause Facebook as directed by SLT ● Producing the termly newsletter <p><u>Phone Calls:</u></p> <ul style="list-style-type: none"> ● Answer telephone calls - responding to general enquiries, seeking further advice or clarification where appropriate or referring onwards for more complex enquiries.

	<ul style="list-style-type: none"> ● Passing on telephone messages as received, and following up with a further phone call if necessary. ● Making phone calls on behalf of staff. <p><u>Visitor Management:</u></p> <ul style="list-style-type: none"> ● Welcoming all visitors to reception with a professional, friendly and approachable manner – ensuring they are signed in and that school staff are advised promptly as they arrive, keeping visitors informed if there are any delays, offering refreshments, taking them to a designated meeting space if necessary. ● Provide visitors with Health and Safety information including safeguarding procedures including DBS and ID checks. ● Ensuring gate and door buzzers are answered promptly. <p><u>Other:</u></p> <ul style="list-style-type: none"> ● Read and follow the relevant school policies ● Undertake training required to develop in the role ● Ensure all duties and responsibilities are undertaken in line with the school’s health and safety policy ● Contribute to the safety of children and young people and protect them from harm ● To maintain confidentiality of information acquired in the course of undertaking duties of the school ● Provide support with school transport as directed by the Business manager ● Any other duties as requested by the Head or Family Team Lead, commensurate with the nature of the role.
--	---

Signed

Printed

Date

--	--	--