

Family Liaison Officer

Person Specification



	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Experience of working in an Office or Reception environment • Educated to GCSE level, English Grade C or above 	<ul style="list-style-type: none"> • Recognised training on Office programmes e.g. Excel, Word, Google workspace • Knowledge of marketing, including use of websites • Customer service experience
PROFESSIONAL KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> • Computer literate including substantial knowledge and skills in spreadsheet and word processing packages (Microsoft or Google Workspace) • Data input skills • Commitment to high standards, continuous improvement and quality assurance • An appreciation of the importance of child protection • Experience of working in a Customer Service environment 	<ul style="list-style-type: none"> • Knowledge of school MIS - Bromcom • Understanding of the importance of promoting positive relationships within the wider school community
PROFESSIONAL SKILLS	<ul style="list-style-type: none"> • Numerate • Highly developed interpersonal skills: ability to use all forms of communication effectively, and form good working relationships with Staff, Pupils, Parents and the wider school community • Ability to manage workloads independently, including timetabling tasks and delivering work accordingly • Appreciation of the need for confidentiality when handling sensitive information 	<ul style="list-style-type: none"> • Ability to be proactive, making suggestions which will lead to improvements • Ability to keep abreast of new technical developments
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Hardworking, highly motivated, professional, enthusiastic, cheerful and calm under pressure • Flexible and approachable with a good sense of humour • Confidentiality and Honesty – ability to use discretion and tact; honest and trustworthy • Highly organised: methodical and systematic, with the ability to prioritise, plan and deliver work efficiently within deadlines. • High attention to detail. • Confidence in one's skills, capability, judgement and self-control in stressful situations. • Ability to use initiative 	

