

ASSET  
Education



*Nurturing Humanity*

# Family Liaison Officer

## Recruitment Pack



MAT EXCELLENCE  
AWARDS

WINNER 2025



**Civic partnership of the year**

Presented by  OPTIMUS EDUCATION



MAT EXCELLENCE  
AWARDS

WINNER 2024



**Wellbeing trust of the year**

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# About ASSET Education

ASSET is an Education Trust comprising 16 primary schools in and around Ipswich and north-east Suffolk. ASSET is a very special trust and, from the very beginning, we have wanted to tackle social injustice and inequality in education, giving every child the opportunity to be successful and fulfilled in their lives. Our children are our future and we want them to be the best they can be, to have confidence and a sense of service, to be empowered to make our world a more compassionate and sustainable place.

Our people are at the heart of what we do; we support one another valuing connections and relationships because we believe that when people are cared for, learning happens and humans flourish. The Complete Human Strategy looks at 6 dimensions of working life and gives staff a structured approach to collectively and individually influence their work environment and access the support they need.

We support everyone in the Trust to enjoy success, happiness, confidence and fulfilment, and to have excellent physical and mental health. Our CHS framework provides us with a practical pathway to achieving this, and is based on the 6 fundamental pillars of wellbeing.

-  **Structure & Stability**
-  **Expertise**
-  **Positivity**
-  **Relationships & Communication**
-  **Place**
-  **Time Well Spent**



Sarah Orves, Director of Wellbeing

***“Our unique model not only improves wellbeing for adults and children, but also provides a step-by-step toolkit to implement in any school, workplace or social setting”***

  **Complete**  
  **Human**  
  **Strategy**  
The ASSET way to wellbeing



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Education 

# Family Liaison Officer

## Grade 4

### Overview

The Home School Liaison Officer will support families in need in order to help children access the best learning possible.

The post-holder will be required to work on behalf of the school or schools with children from families in need to get the best educational access, ensuring the families well-being.

The post-holder should show a commitment to the aims, policies and ethos of the School and strive to maintain these through personal conduct and effective relationships with colleagues, pupils and families.

The post-holder is expected to perform the professional duties of a Liaison Officer outlined and to cooperate with requests made reasonably by the Headteacher and Strategic Leadership Team (SLT).

The post holder will be expected to respond to unanticipated problems and situations, exchange complicated or sensitive information orally or in writing with a range of audiences and demonstrate sensitivity and tact in contentious situations.

The post holder will organise their own workload and may have responsibility for the supervision and training of other employees.

The post will report to the Headteacher, member of SLT or Phase Leader

*This pack contains a Job Description and Person Specification for the role as well as details about the application and interview process.*



# Job Description

## Duties

Examples of the role and responsibility of a similar level may be undertaken and are not excluded simply because they are not itemised.

### General Duties

- Work pro-actively, positively and collaboratively with staff, parents and pupils to minimise barriers to learning (within and outside school) with a solution focused approach and high expectations
- Under the supervision of the Deputy Headteacher, take responsibility for pupil welfare in the school including multi-agency work, meetings, conferences, behaviour and attendance management
- Ensure pupils are not hampered in their learning by difficulties encountered outside of the classroom
- Enhance the school's relationships with parents and develop formal and informal opportunities to promote good relationships between the school, the parent body and the local community.
- Liaise with children and families in need of support to ensure the child has best educational access and that issues of need have limited impact on their educational access and well-being.
- Be the Designated Safeguarding Lead/Deputy Designated Safeguarding Lead
- Be Prevent Lead
- To develop and update policies and contribute to other policies as required
- Transfer safeguarding files with the child
- Undertake any professional duty delegated by the Headteacher/Deputy Headteacher

### Main professional duties:

#### Individualised support

- To represent the school in multi-agency meetings and Child Protection conferences liaising with teachers and ensuring good communication between all To work in conjunction with the Designated Safeguarding Lead to maintain the school's Safeguarding records
- To create, agree and implement a range of individualised support plans including SPFS's for identified pupils
- To work with individual children on nurture programmes or similar as required

#### Attendance

- To oversee attendance and flag up concerns as early as possible, working with the school's Education Welfare Officer and families of pupils whose attendance is lower than expected and offering early intervention and support when required liaising and communicating with teachers
- Manage First day of absence procedure and register checks. Investigate missing marks or unexplained absences.
- Manage Attendance Planning (AP), Fast Track (FT and Educational Supervision Order (ESO) as appropriate.
- Reintegration/exclusions working with SLT

## Duties Continued...

### Behaviour

- To support behaviour management by working closely with senior leaders and teaching staff under the direction of the Deputy Headteacher
- To work in liaison with the SENDCO to provide early intervention for any pupils who are challenging in terms of their behaviour ensuring that individualised systems are in place to quickly make a difference.
- PRU/IFAP referrals in liaison with the SENDCO
- Monitor behaviour records to identify trends and plan work with teachers to help reduce the number of incidents always promoting the 'be the best you can be' message
- Liaise with the Behaviour Support Service (BSS) or other agencies to provide external support as required

The duties outlined in this job description may be modified from time to time by the Headteacher to reflect or anticipate changes in the job, commensurate with the salary and job title. Any changes will be consulted on. The postholder is expected to prioritise and manage their own time effectively, assisting the headteacher to achieve excellence in attendance and behaviour.

The duties listed above are examples of duties at this level and other duties or a similar level/nature may be undertaken by individuals and are not excluded simply because they are not itemised.



## Person Specification

Criteria	Person Profile	Essential	Desirable
Technical or Specialist	Relevant qualification, degree or equivalent knowledge	✓	
	Experience in an education setting		✓
	Knowledge of school policies or procedures		✓
Literacy and numeracy	Ability to complete reports	✓	
	Understand a range of organisation procedures and the ability to disseminate to others	✓	
	Ability to analyse, monitor and evaluate and make recommendations on statistical information	✓	
General knowledge	Ability to use general office equipment	✓	
	Knowledge of school's computerised systems including specialist software. e.g Scholarpack		✓
	Good understanding of current legislation and its impact on the school		✓
Interpersonal & Communications skills	Produce and present information at meetings including attendance information	✓	
	Carry out induction and in-house training for staff		✓
	Advise and guide staff staff on significant attendance issues	✓	
	Excellent communication skills with staff at all levels providing detailed information and resolving typically complex problems	✓	
	Expected to handle highly confidential information with tact, diplomacy and sensitivity	✓	

## Person Specification continued ...

Criteria	Skills and Attributes	Essential	Desirable
Interpersonal & Communications skills	Expected to handle highly confidential information with tact, diplomacy and sensitivity	✓	
	Ability to maintain appropriate level of confidentiality	✓	
	Make & receive telephone calls, answer complex queries	✓	
Level of autonomy	Manage own workload to ensure deadlines are met through the completion and return of necessary documents.	✓	
	Identify potential difficulties/issues, analyse them and make recommendations	✓	

### Application

If you are interested in this role with ASSET Education please apply through MyNewTerm outlining how you meet the requirements of the person specification, and how your experience could enable us to bring our vision to life.

### Interview Process:

Shortlisted candidates will be invited to attend an interview and all communication with details will be provided through My New Term.

