



FULSTON MANOR ACADEMIES TRUST

POST:	FAMILY LIAISON OFFICER
REPORTS TO:	ASSISTANT HEADTEACHER
RESPONSIBLE TO:	DEPUTY HEADTEACHER (PASTORAL)
HOURS:	37 HOURS PER WEEK, TERM TIME PLUS 2 TRAINING DAYS

Purpose of the Role

To act as a key link between the school, families, and external agencies in order to improve student attendance, wellbeing, behaviour, safeguarding, and engagement with education. The Family Liaison Officer supports parents/carers and helps remove barriers that may affect a student's learning and development.

This role also bolsters support for each pastoral team, working across all Houses, one day a week, including Sixth Form.

Role Responsibilities

Family & Student Support

- Build positive relationships with students and families.
- Provide advice, guidance, and practical support to parents/carers.
- Carry out daily home visits with pastoral colleagues.
- Support families experiencing social, emotional, financial, or behavioural difficulties.
- Help improve communication between home and school.
- Work with vulnerable students and those at risk of poor attendance or exclusion.

Pastoral Support for Houses/Sixth Form

- Monitor and support student attendance and punctuality.
- Follow up on unexplained absences and persistent absenteeism.
- Work alongside safeguarding and pastoral teams to identify concerns early and create plans to support.

Student Wellbeing & Behaviour

- Support students with emotional wellbeing and behavioural challenges.
- Assist with reintegration following exclusion, absence, or other interventions.
- Encourage positive engagement with school life and learning.

Safeguarding

- Support the school's safeguarding and child protection procedures.
- Report concerns in line with school policies.
- Liaise with social care, early help teams, and other agencies.
- Maintain accurate and confidential records.

Administrative Duties

- Keep detailed case notes and records.
- Prepare reports for senior leaders and external agencies.
- Maintain confidentiality and GDPR compliance.

Person Specification

Essential Skills & Experience

- Experience working with children, young people, or families.
- Strong communication and interpersonal skills.
- Ability to build trust with students and parents.
- Understanding of safeguarding and child protection.
- Experience dealing with sensitive or challenging situations.
- Good organisational and record-keeping skills.
- Ability to work independently and as part of a team.

Desirable

- Experience in a school or educational setting.
- Knowledge of attendance procedures and early intervention.
- Relevant qualification in social care, youth work, counselling, education, or family support.
- Training in safeguarding, mental health, or restorative practice.

Typical Qualities

- Empathetic and approachable
- Calm under pressure
- Professional and discreet
- Resilient and solution-focused
- Culturally aware and inclusive

Working Conditions

- Based in a secondary school environment.
- Some travel and home visits may be required.
- May involve occasional evening meetings with parents/carers.