



FARNBOROUGH COLLEGE OF TECHNOLOGY

JOB DESCRIPTION

- 1 JOB TITLE:** Family Liaison Officer
- LOCATION:** Farnborough/Aldershot
- RESPONSIBLE TO:** Associate Director – Safeguarding & Quality
- HOURS OF WORK:** Full-time, term-time only

2 OBJECT OF JOB:

To work under the direction of the Associate Director, in partnership with other professionals, to offer practical help and emotional support to students. You will be required to provide a friendly, approachable and confidential point of contact for students and families.

3 DESCRIPTION OF MAIN RESPONSIBILITIES:

- Maintain accurate student attendance and lateness records on a daily basis.
- Follow up student absences and lateness by telephone or email.
- Liaise with Assistant Principals and Programme Managers about concerns you may have about poor attendance and punctuality and work with these teams to ensure these students are not underachieving in anyway.
- Support those students who are at risk of not meeting their targets relating to attendance, retention or achievement, through one-to-one discussions and effective liaison with other relevant staff
- Liaise with the Careers Advisor, Student Health & Wellbeing Advisor and College Counsellors to ensure students receive information about the support available to them.
- Liaise with external stakeholders e.g. Virtual Schools and Children’s services to ensure that information is provided in a timely manner.
- Be the first point of call, to offer any emotional support and signpost appropriately to relevant services.
- Establish and maintain positive and productive relations with students, parent/carers, colleagues and other professionals.
- To assist with the administration of department paperwork, including student reports, Personal Education Plans and safeguarding files.
- To ensure accurate and timely input of data onto the departmental databases and spreadsheets, as appropriate.
- To undertake any other duties as required by the Associate Director.

4 NUMBER OF STAFF SUPERVISED AND GRADES:

N/A

5 MAIN TYPES OF DECISIONS TAKEN:

N/A

6 MAIN CONTACTS:

- Staff – both teaching and support
- Students
- Parents/Guardians
- Other central departments' e.g. Funding & MIS, Finance etc
- External agencies e.g. Virtual Schools, Childrens Services etc

7 PERSONNEL SPECIFICATION:

EDUCATIONAL ATTAINMENTS OR ACADEMIC/PROFESSIONAL QUALIFICATIONS

- Good standard of education - Maths and English GCSE or equivalent.
- Skills in Microsoft Office software would be desirable
- A qualification in learning support or emotional support would be to an advantage

ESSENTIAL WORK EXPERIENCE

- Office administration
- Knowledge of FE/HE sector would be desirable

ESSENTIAL OR SPECIFIC SKILLS/COMPETENCIES OR APTITUDES:

- Sound computer skills including Microsoft Office software (Essential)
- Articulate with excellent interpersonal skills
- Accurate, methodical and meticulous
- Ability to prioritise, work under pressure and meet demanding and competing deadlines.
- Ability to manage time effectively and efficiently.
- Ability to use own initiative

PERSONALITY/BEHAVIOURAL CHARACTERISTICS:

- Ability to stay calm under pressure
- Good communication skills
- Willing to work effectively as part of a team
- Genuine interest in the education and welfare of young people
- Understanding of the needs and expectations of young people

SAFEGUARDING

The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff to share this commitment. This position will involve contact with young people and vulnerable adults. Consequently, the post-holder will be obliged to demonstrate and maintain their suitability to work with young people and vulnerable adults. This will include a requirement to undertake an enhanced Disclosure & Barring service.

SIGNED: Rachael Jenkins

Associate Director
