



Post:	FAMILY LIAISON AND ATTENDANCE OFFICER
Reporting to:	Vice Principal for Pastoral Care and Principal
Hours:	Full Time, 36 hours per week Term-time with two additional weeks in the summer
Salary:	NJC 20–22, £32,597 – £33,699 per annum <i>pro rata</i>
Duration:	November 2026 to 31st August 2028

MAIN PURPOSE OF THE JOB:

The Family Liaison and Attendance Officer will play a central role within the pastoral team, supporting the monitoring, maintenance and improvement of pupil attendance, engagement, and overall wellbeing of pupils who are identified by the Heads of Key Stage and Vice Principal for Pastoral Care as requiring support and intervention.

The post-holder will combine robust attendance tracking, target setting and intervention work with a nurture-informed, relational approach, supporting pupils and families to overcome barriers to learning both inside and outside school. The role will contribute to improving attendance outcomes and enabling pupils to achieve their full academic and personal potential.

This will involve delivering needs-led, holistic programmes of support, working closely with pupils, parents, school staff, and external agencies to develop a coordinated, wraparound approach to care.

MAJOR DUTIES AND RESPONSIBILITIES:

Job Areas

1) Attendance Monitoring, Recording and Compliance

- Ensure the accurate recording of pupil attendance on SIMS, including daily verification of AM and PM registers for those on caseload.
- Monitor registers to identify unexplained absences (e.g. N codes) and ensure they are updated appropriately for those on caseload.
- Ensure attendance codes are used correctly, in line with school and EA guidance, for students on caseload.
- Maintain accurate and confidential attendance records in line with GDPR requirements.
- Record all interactions with pupils, parents and staff related to attendance.

2) Data Analysis and Reporting

- Analyse attendance data on a daily, weekly and monthly for those on caseload.
- Identify trends including persistent absence, lateness, and patterns for those on caseload.
- Use data to inform targeted interventions and evaluate their impact.
- Monitor statistics including referrals to external agencies (e.g. EWS, counselling services).

3) *Pupil Support and Mentoring*

- Develop one-to-one mentoring relationships with targeted pupils.
- Deliver small group interventions to improve engagement, resilience, and mindset.
- Design and implement needs-led programmes to reduce barriers to learning.
- Support pupils in setting and reviewing attendance targets.
- Recognise and celebrate improvements through attendance rewards systems.
- Maintain engagement with vulnerable pupils where appropriate, after they are removed from caseload.
- Refer student to internal and external specialist services as required.

4) *Family Engagement and Support*

- Build positive, trusting relationships with parents/carers.
- Communicate regularly with families regarding attendance concerns via phone, written communication and digital platforms.
- Arrange and lead meetings with parents and pupils to identify barriers and agree action plans.
- Conduct home visits to strengthen home–school links and support improvements in attendance.
- Develop and facilitate parental support initiatives, including:
 - Parenting support groups
 - Training opportunities
 - Access to resources that support engagement with education
- Connect families with external support agencies in specialist areas as required.

5) *Attendance Intervention and Strategy Implementation*

- Work collaboratively with the pastoral team to implement the school attendance strategy.
- Develop individual attendance action plans for pupils.
- Lead or contribute to attendance panels for pupils at risk (e.g. below 85%), providing insight into barriers to attendance, strategies for improvement etc.
- Coordinate interventions to address persistent absence and disengagement.
- Use a range of strategies to overcome barriers to attendance and achievement.
- Coordinate provision of work for pupils unable to attend due to exceptional circumstances.

6) *Partnership Working*

- Liaise closely with:
 - Vice Principal Pastoral Care
 - Heads of Key Stage
 - Student Support Officer (office role)
 - Form Tutors and teaching staff
 - Classroom Assistants and support staff
 - Wider Senior Leadership Team
- Work in partnership with external agencies including:
 - Education Welfare Service (EWS)
 - Social services
 - Counselling services and other support agencies
 - Family Support Hub
- Complete referrals to appropriate services where required.
- Develop and maintain links with community organisations to enhance support provision.

- Promote an integrated, holistic and multi-agency approach to supporting pupils and families.
- Attend the North Belfast Locality Planning Group as required by the Principal

7) Home–School–Community Links

- Strengthen communication between home, school and external agencies.
- Promote active collaboration to support vulnerable pupils.
- Support the development of a positive culture that values attendance and engagement.
- Encourage family involvement in school life and pupil progress, raising aspiration.
- Support families with individual needs to remove / reduce barriers to school attendance.

8) Pastoral and Relational Practice

- Contribute to a nurturing, inclusive and relational school environment.
- Work closely with the pastoral team to support pupils in overcoming social, emotional and behavioural barriers to learning.
- Embed restorative and relational approaches in all interactions, supporting relationships between staff and students.
- Promote pupil wellbeing and personal development alongside academic progress.

9) School Events and Wider Contributions

- Assist with the organisation and administration of school events (e.g. Parent Evenings, Open Days).
- Attend meetings on Attendance as required
- Participate in pastoral meetings and contribute to whole-school initiatives.
- Provide support to wider pastoral and curriculum teams as required.

10) Safeguarding, Confidentiality and Policy Compliance

- Adhere to all relevant school policies, including:
 - Attendance Policy
 - Pastoral Care Policy
 - Child Protection and Safeguarding Policy
 - GDPR policy
- Maintain strict confidentiality in all matters relating to pupils and families.
- Ensure that all communication involving school follows the school GDPR policy.
- Share information appropriately with relevant staff (e.g. Form Teachers, Heads of Year, SLT, Designated Teacher).
- Ensure all work reflects safeguarding best practice.

11) Training and Professional Development

- Participate in relevant in-service and external training.
- Engage in professional learning to enhance practice in:
 - Attendance improvement strategies
 - Nurture and relational practice
 - Family engagement
- Cascade relevant training and best practice to colleagues where appropriate.
- Support access to training opportunities for parents/carers where relevant.

12) General Duties

- Carry out additional duties as directed by the school, including:
 - Attendance-related meetings
 - Home visits
 - Supporting pupils and families in crisis or need
- Contribute to the ongoing development of attendance systems and pastoral provision.

Key Outcomes

- Improved pupil attendance and punctuality
- Reduced persistent absence
- Stronger home–school relationships
- Increased pupil engagement and wellbeing
- Effective multi-agency support for vulnerable pupils
- A positive and inclusive school culture that promotes attendance

Other Duties

- Such other duties as may be assigned within the level of the job.

This job description will be subject to review in light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

In accordance with Section 75 of the Northern Ireland Act (1998), the post-holder is expected to promote good relations, equality of opportunity and pay due regard for equality legislation at all times.

Posts involving work in educational institutions are subject to the provisions of the Safeguarding Vulnerable Groups (NI) Order 2007. The successful applicant will require an enhanced disclosure check which at present costs £33. Further details regarding the payment of this check will be issued with the contract of employment.

Applicants will be required to undertake any other duties as directed by members of the Senior Leadership Team.

Personnel Specification

Post: Family Liaison and Attendance Officer

Please ensure that all criteria are referenced clearly in the application form, with relevant examples provided to demonstrate how each criterion has been met.

ESSENTIAL CRITERIA	
1	EDUCATION AND QUALIFICATIONS a) Degree-level qualification or equivalent relevant professional qualification.
2	RELEVANT EXPERIENCE <i>Demonstrate using examples from your own practice</i> a) Experience of working with children, young people and/or families.
3	PERSONAL QUALITIES/ INTERPERSONAL SKILLS <i>Demonstrate using examples from your own practice</i> a) Excellent interpersonal and communication skills. b) Ability to build positive relationships with parents, young people and external agencies.
4	OTHER <i>Demonstrate using examples from your own practice</i> a) Strong ICT skills, including the use of databases and record-keeping systems. b) Ability to maintain accurate records and produce written reports. c) Understanding of safeguarding and child protection responsibilities. d) Ability to analyse attendance data and implement appropriate interventions. e) Ability to work independently, prioritise workload and maintain confidentiality. f) Hold a valid driving licence and have access to a vehicle during working hours for home visits

DESIRABLE CRITERIA	
1	RELEVANT EXPERIENCE <i>Demonstrate using examples from your own practice</i> a) Background in Social Care, Youth Work, Nursing, Education Welfare, Community Development or another related field. b) Experience of multi-agency working and family support.
*Please note that criteria may need to be enhanced to facilitate the shortlisting process *Hazelwood Integrated College has the right to rescind this appointment before start date	



HAZELWOOD
INTEGRATED COLLEGE

Principal: Alix Jackson, BSc (Hons), PGCE, DIS, PGDH

70 Whitewell Road
NEWTOWNABBEY
BT36 7ES

tel: 028 9077 4202
fax: 028 9077 7989

email: info@hazelwood.belfast.ni.sch.uk
web: www.hazelwoodcollege.co.uk