**Orion Primary School**

**Parent Liaison Officer Job Description**

**RESPONSIBLE TO:** Office Manager, Senior Leadership Team

**KEY PURPOSE**

To work with pupils, parents/carers, school staff and outside agencies to ensure and promote high levels of attendance and punctuality across the school and to maintain accurate manual and electronic records on behalf of the school.

To work at all times in line with school policies and procedures including attendance, behaviour, child protection, health and safety and security, equal opportunities, confidentiality and data protection.

**MAIN DUTIES AND RESPONSIBILITIES**

**Pupil Attendance and Punctuality**

* To record (electronically and manually), maintain and monitor all pupil attendance and lateness on a daily basis
* To check registers daily for absence and lateness and follow up any absences by text, telephone or other meanson a daily basis with parents/carers in respect of individual absentees, to secure their regular attendance at school
* To check answerphone for absence messages and record appropriately
* To ensure any queries regarding absent children are dealt with through the appropriate channels: Class Teachers, Parents/Carers and Senior Leadership Team and to follow school procedures to request details for unknown absences, to ensure absence records are complete
* To record, maintain and monitor information on authorised and non-authorised pupil absence and track performance against attendance targets
* To advise, support and assist parents and pupils to reduce pupil absenteeism, by identifying the causes of an individual absenteeism and working with the family to secure regular attendance at school
* To meet with parents in order to support them to improve their child’s attendance
* To monitor and record the outcomes of planning with parents/pupils and schools to improve attendance, maintaining efficient and contemporaneous notes and records
* To work with others to provide advice and support to school staff on policies/procedures/strategies in relation to the whole school approach of managing individual pupil attendance.
* To monitor the effectiveness of schools policies, procedures and strategies in relation to individual and whole school approaches to managing attendance
* To identify individuals and/or groups of pupils who require additional support to improve their levels of attendance and punctuality and to take the lead on raising standards
* To provide accurate and regular attendance and lateness reports to relevant colleagues
* To provide the Head of Pupil Welfare Information with pupil data as needed for the weekly pupil welfare records distributed to staff for the coming week
* To report any welfare and/or child protection concerns to the Co-Head in accordance with the school’s policies and procedures.
* To liaise with pupils/parents/carers to support their understanding of the school systems on attendance and punctuality
* To promote good attendance across the school and identify and implement intervention strategies to address poor attendance and celebrate excellent attendance
* To prepare fully for regular meetings with the LB Barnet's Education Welfare Officer (EWO) on more serious absence cases
* To hold regular meetings with the (EWO) and refer children who are not meeting attendance targets and those who take holiday during term time, to the Education Welfare Service.
* To attend meetings with parents/carers alongside the EWO
* To register children arriving late to school
* To process applications for any leave/special absence of children in liaison with the Head teacher and to ensure full records are kept and filed appropriately
* To be responsible for maintaining full accurate records and to complete statistical returns regarding pupil attendance and punctuality as required by the school, the Local Authority (LA) and the DfE
* To prepare relevant attendance certificates for both individual pupils and classes
* To report sensitive, controversial or personal issues to Co-Head or Principal in confidence
* To be calm but assertive where dealing with verbal abuse from pupils and/or challenging behaviours from parents/carers
* To be a member of the inclusion team working closely with the SENco and safeguarding lead as required

**School dinners administration**

* To take daily dinner registers and report numbers to kitchen staff promptly
* To compile weekly reports of overall meal numbers and liaise regularly with kitchen staff with regards to any changes
* To monitor balances on school meal accounts and communicate effectively with parents to help maintain credit balances
* To maintain a good working relationship with our kitchen maintenance service company and organise repairs
* To manage Parent Pay payments for school dinners

**Uniform administration**

* To carry out stock-takes of uniform and advise on ordering from our suppliers as and when needed to maintain stock levels
* To maintain the uniform inventory log
* To bank the uniform income regularly
* Prepare and distribute uniform orders to pupils / parents
* To answer queries and provide assistance to parents making uniform orders
* Answer queries and provide assistance to parents making uniform orders

**Trips**

* To liaise with our coach company on a regular basis to ensure weekly trips between the two sites run smoothly
* To organise transport for trips when requested
* To chase income and permission slips for trips
* To maintain the risk assessment files, ensuring all due diligence is in place prior to an external trip taking place
* To manage Parent Pay payments for trips

**Pupils systems**

* To input pupil asset information
* To manage Mathletics and be responsible for whole school enrolment

**Office support**

* To maintain supplies for the schools photocopying machines and deal with any service requirements
* To support office staff at busy periods by answering calls, taking messages and welcoming visitors
* To undertake general office work as required
* To assist Orion Primary School as required on office administration work eg providing cover for absence

**Banking**

* To bank income as and when required

**OTHER DUTIES**

* To comply with the School’s Health and Safety Policy and associated safe working procedures, guidelines and risk assessments as appropriate
* To accept some flexibility in the pattern of hours worked and be willing to undertake working outside of the normal daily hours as needed
* To be willing to undertake training as required

**Orion Primary School**

**Parent Liaison Officer**

**Person Specification**

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| **Essential:** | Desirable: |
| **Qualifications:**   * Educated to NVQ level 3 / A level or equivalent knowledge and experience | * Willingness to undertake training as appropriate to meet the needs of the role at the school |
| **Experience:**   * Clerical / administration work | * Experience of working in a primary school or other educational setting * Knowledge and understanding of school policies and procedures, and services available to resolve queries |
| **Knowledge & Skills:**   * Strong numeracy and literacy skills * Effective use of ICT to support office administration and clerical duties including all MS Office software * Ability to develop and maintain clear detailed records, write reports and share information * Able to use office equipment- fax, photocopiers, printers, laminators * Excellent communication and interpersonal skills * Sound problem solving skills * Demonstrated planning and time management skills * Demonstrated sound judgement * Sound administration skills | * User of Integris * Understanding of relevant policies/codes of practice and awareness of relevant legislation including child protection, health and safety and security, equal opportunities, confidentiality and data protection * Ability to self-evaluate learning needs and actively seek learning opportunities |
| **Motivation / personal qualities**   * Professional, self-motivated, well organised and personally confident * Ability to work as part of a team, and independently * Ability to relate very well to children and adults and remain calm in challenging situations * Tactful and diplomatic and flexible * Able to maintain confidentiality at all times |  |
| * Two satisfactory references and a satisfactory enhanced DBS check |  |