

Job Title *Senior Pastoral Lead / Family Liaison Officer (FLO)*

Responsible to *Assistant Head, Deputy Head, Head Teacher*

Key Internal Contacts *Pupils*

Teachers

Senior staff

Key External Contacts *Parents/carers*

External agency staff

Visitors to the school

Job Purpose

To lead and coordinate the school's pastoral provision, ensuring that every pupil receives high-quality support to overcome barriers to education, learning, attendance and wellbeing.

The FLO and Pastoral Lead will build strong relationships with families, external agencies and professionals, whilst providing strategic leadership of pastoral systems, interventions and safeguarding practices. The post holder will champion trauma-informed and relational approaches, support attendance and engagement, and oversee targeted interventions that improve outcomes for pupils.

Key Responsibilities

Pastoral Leadership

- Ensure a consistent, trauma-informed approach is embedded across the school.
- Provide leadership, coaching and guidance to pastoral and support staff.
- Oversee the quality and impact of pastoral interventions.
- Lead on reintegration programmes, transitions, phased returns and managed moves.
- Support staff in implementing regulation support plans, risk assessments and behaviour support strategies.
- Monitor trends in behaviour, wellbeing and attendance and identify appropriate interventions.
- Lead restorative approaches following incidents and promote positive relationships throughout the school.
- Oversee pastoral record keeping and ensure records are accurate and compliant.
- Monitor intervention impact and pupil progress.
- Produce reports for senior leaders, governors and external professionals.
- Maintain effective systems for recording behaviour, wellbeing and attendance.
- Use data to inform interventions and strategic decision-making.

Family Liaison

- Act as the primary point of contact for families requiring additional support.
- Build positive, professional and trusting relationships with parents and carers.
- Undertake home visits where appropriate and in line with school procedures.
- Support families to access services and signpost to relevant agencies.
- Coordinate support packages for vulnerable pupils and families.
- Lead communication with families regarding attendance, behaviour, wellbeing and safeguarding concerns.
- Support admissions, transitions and induction processes for new pupils and their families.

Safeguarding and Welfare

- Support the Designated Safeguarding Lead in safeguarding duties.
- Act as Deputy DSL where appropriate.
- Attend safeguarding, child protection and multi-agency meetings.
- Ensure accurate recording and monitoring of safeguarding concerns.
- Contribute to risk assessments, safety plans and pastoral support plans.
- Work proactively to identify and reduce risks to pupils.
- Promote pupil voice and ensure pupils feel safe, heard and supported.

Attendance and Engagement

- Identify patterns of absence and implement targeted interventions.
- Work with families and external agencies to improve attendance.
- Coordinate attendance panels, support plans and home-school agreements where required.
- Monitor pupils at risk of persistent absence and report trends to senior leaders.
- Support pupils experiencing emotionally based school avoidance and other barriers to attendance.

Multi-Agency Working

- Develop effective partnerships with local authority teams, social care, health services and other professionals.
- Complete referrals and contribute to assessments.
- Attend professional meetings and represent the school effectively.
- Ensure actions from external meetings are implemented and reviewed.
- Coordinate support plans involving multiple agencies.

General Responsibilities

- Promote and safeguard the welfare of children and young people.
- Model professional standards and uphold school values.
- Participate in training, supervision and performance management processes.
- Follow school policies relating to safeguarding, confidentiality, health and safety and equality.
- Undertake any other duties commensurate with the grade and responsibilities of the post as directed by the Senior Leadership Team.