



Family Liaison Officer Person Specification

This person specification outlines the attributes that a candidate will need to have in order to undertake the roles and responsibilities of the **Family Liaison Officer** post to the high standard required. When you complete the application form please illustrate that you have the capacity to undertake the roles described in the job description by giving examples of your achievements to date and describe how you have demonstrated that you have the qualities listed below.

	Essential qualities	Desirable qualities
Experience and knowledge	<ul style="list-style-type: none"> ■ Of interaction with children/students 	<ul style="list-style-type: none"> ■ Using Microsoft packages ■ Knowledge of School Information Management System (SIMs)
Skills	<ul style="list-style-type: none"> ■ Able to operate within school systems and guidelines and able to uphold the Northgate ethos ■ Able to manage a diverse workload and liaise with a wide audience ■ Good judgement of when to refer issues to the line manager, other colleagues and professionals as appropriate ■ Strong communication and inter-personal skills ■ Recognised competence in literacy and numeracy ■ Ability to hold a consistent line with students, parents, external agencies and Northgate staff 	
Personal characteristics	<ul style="list-style-type: none"> ■ Command respect of students ■ Be trustworthy and of good character ■ Be a good role model to students ■ Pleasant manner ■ Able to work flexibly ■ Well organised, punctual and reliable ■ Must be able to demonstrate sustained resilience 	<ul style="list-style-type: none"> ■ Evidence of recent self-development

September 2023