

Family Support Officer

Grade 6

Ref: 197832

Required from November 2025

Closing Date: 10am on Friday 10th October

Proposed dates:

Shortlisting: Monday 13th October

Interview: Friday 17th October

Family Support Officer

Required from November 2025

Grade 6 SCP 11-19 (£28,142 – £32,061)
37 hours per week, term time

The salary range will be Grade 6 SCP 11-19. Please note the salary quoted is full time equivalent. If successful, the salary received will be paid on a pro rata basis.

The Role:

Excellent pastoral care is at the heart of every good school and we are extremely proud of the level of care provided by our Pastoral Care team at Balshaw's.

This role is a significant one as the successful applicant will be working within a highly effective team. You will join a strong team that currently consists of a Pastoral Manager, an Attendance Officer and two Behaviour Support Officers.

As well as the main Pastoral Hub team as shown above you will be fully supported by:

- Four Heads of House
- SENDCo
- Main Office Admin Team
- Deputy Headteacher
- Headteacher

Overall, your role in school will be overseen by the Deputy Headteacher Pastoral Care, Guidance and Support who is also the main DSL who will work together with you and the wider Pastoral Team to ensure the smooth running of the Pastoral system in school for the overall benefit, care and safety of our children

The successful candidate will have to be outstanding at managing dynamically changing situations and be highly organised in order to be responsive to the needs of students.

It is a hugely rewarding job despite the demands and every day you will be making a difference in the lives of young people which is what we strive to achieve. The team you will be part of are highly effective and driven to provide the best possible pastoral care to our students.

There are weekly Pastoral Meetings led by the Deputy Headteacher which you will attend to update and feedback on students.

Our Family Support Worker will work with our more vulnerable families and children to provide tailored, practical, and emotional support, often focusing on issues related to behaviour, attendance, well-being, barriers to learning and navigating family changes or difficulties.

You will also have to communicate clearly and effectively with parents on a frequent basis which can, at times, involve some challenging discussions, so a calm, measured temperament and good humour is also essential. In addition to your work with families you will work closely with the Attendance Officer in school to maintain our high expectations relating to school attendance and follow up any barriers to attending with individual children. You will be fully supported by the Pastoral team and will work as part of that team to ensure consistency of approach when dealing with students and staff.

The closing date is: 10am on Friday 10th October.

This school is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. This post is subject to an enhanced DBS disclosure.

Please note that in line with Keeping Children Safe in Education 2025 an online search will be carried out as part of our due diligence on shortlisted candidates.

Professional Development

We are committed to the ongoing Professional Development of staff at Balshaw's. Teaching staff have an hour per week of dedicated Professional Development time which takes place on a Thursday evening. Often support staff attend these when the subject matter is relevant (safeguarding, SEND issues etc.). However, any reasonable request for further training is always considered.

About Balshaw's

Balshaw's enjoys the privilege of being one of the most successful schools in the county and the most over-subscribed school in South Ribble. We believe that this is deservedly so.

As a school rooted firmly in the Christian ethos, each student in our care matters deeply to us. However, as an authority controlled school we do not operate any entry criteria and the school is available to students of all abilities, interests and aptitudes. Nevertheless, in following the school motto: (*non sibi sed aliis*) 'not for self, but for others' we aim to create students whose actions reflect the love of Christ as we develop them into full and well-rounded young adults ready to make valuable contributions to our society.

Balshaw's has a proud history of academic excellence for students dating back to 1782. The school adds significant value to its students from their starting points in Year 7 to the time when they leave in Year 11. Many will go on to study at Runshaw College, which was originally the Sixth Form of Balshaw's, and others will take up apprenticeships or employment.

Equally important to us is the richness of opportunity available to students at Balshaw's. Set in 21 acres of beautiful land, Balshaw's staff provide extra-curricular opportunities that other schools could only hope for. The huge range of clubs and activities have taken many of our students on to careers in sport and media with a number of well-known alumni.

Those who come to teach and work at Balshaw's will have fantastic opportunities to progress their careers and gain a wealth of experience. That said, Balshaw's also enjoys an incredibly stable workforce and when you hear the phrase 'Once a Balshavian, always a Balshavian' you will realise it to be a truth. The school is only on its 14th headteacher in its 243-year history!

Balshaw's is more than a school – it is a family. This post offers you the opportunity to become part of the Balshaw's family where you will be able to make a difference to the lives of the young people who are our future.

Safeguarding Commitment

Please note that the school is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. This post is subject to an enhanced DBS disclosure.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Diversity and Equality

As a school we are passionate about diversity and recognise that as individuals we all bring something unique to the role regardless of age, gender, race, beliefs or disabilities which is why we treat all of our people equally, without compromise.

Balshaw's CE High School

Role Profile – Family Support Officer

Post title: Family Support Officer					
Directorate: CYP			Location:	Schools	
Establishment or team:		Balshaw's CE High School		Reporting to	Pastoral Manager and DHT Pastoral Care
Grade:	Grade 6 Full time 37 hours Term time only pro rata	Staff responsibility:	No	Essential Car user:	No
Scope of Work – appropriate for this post: Working to support the most vulnerable pupils and their families to overcome particular obstacles to learning in relation to their health, attainment, behaviour or attendance.					
Accountabilities/Responsibilities – appropriate for this post: <ol style="list-style-type: none"> 1. Work with Heads of House, Pastoral Manager, Behaviour Support Officer, Attendance Officer and the DHT Pastoral to provide pastoral support to pupils in their mental and physical welfare, encouraging positive attitudes and behaviour around the school. 2. Work with children/parents/families with a range of health problems to access support and advice. To liaise with outside agencies as appropriate and run or contribute to supporting processes 3. Complete and administer the process of referrals to external agencies including Early Help assessments, CFWS, CAFs, CANW, the Local Authority and the Police and direct pupils or parents to other services via outside agencies if needed. 4. Ensure pupils and families achieve the planned outcomes and provide support for parents and carers by signposting and / or delivering as appropriate and necessary in order to remove barriers to progress and achievement by vulnerable pupils. 5. Support the development of partnerships with external agencies/organisations and facilitating the sharing of information between school and external agencies/organisations to set up resources and initiatives to help address and break down barriers to learning. 6. Be a point of contact between the school and all external agencies, including the organisation for the school nurse appointments, involved in supporting students, proactively initiating and establishing links with other services as necessary and maintaining positive working relationships to facilitate successful outcomes for students as well as sharing information. 7. Maintain regular contact with parent/carers of students in need of additional support, to keep them informed of the student's objectives and progress, and to secure positive family support and involvement. 8. To undertake direct work with hard-to-reach families to strengthen partnerships between families and Pastoral staff aiming to support them and engaging with pupils who have ongoing attendance and punctuality concerns. 					

9. To complete home visits for the purposes of completing effective Early Help assessments by engaging with families in their home environments and building good relationships with them.
10. Attend relevant meetings with the Pastoral staff in an administrative capacity to assist with the referral process. Attending and participating in meetings and minute taking, as required
11. Establish and maintain productive and professional working relationship with pupils, acting as a role model and setting high expectations. Promote good pupil behaviour, dealing promptly with conflict and incidents in line with the School's policy
12. To conduct home visits with other Pastoral staff to improve the safeguarding, welfare and attendance of pupils at school.
13. Collect and transport students to and from school where needed on Home visits.
14. Co-ordinate the preparation of reports on attendance for the Attendance Officer and SLT Attendance lead; ensure maintenance of accurate and factual records which may be used for legal interventions.
15. Coordinate the preparation of paperwork in relation to the legal framework around attendance.
16. To provide administrative support to the Attendance Officer in order to ensure parents are made aware of their child's attendance issues in order to rectify them and improve school attendance
17. Track and prepare reports for students for attendance and punctuality for display and rewards assemblies.
18. Complete AM, Break, Lunch and PM duties as required and directed by the DHT Pastoral
19. Write reports, compiling pastoral notes/statements and accurate record keeping including using CPOMS.
20. Communicate with parents/carers, through Synergy communication methods, regarding attendance, punctuality and pastoral matters
21. To maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and pupils and other information of a sensitive or confidential nature acquired in the course of undertaking your day to day role, with due regard to General Data Protection Regulations.

Any other duties which reasonably fall within the remit of the post, which may be allocated by the Headteacher after consultation with the post holder.

To attend training days and supervision sessions participating in training and other learning activities as required

To ensure own training and CPD is up to date

Have high levels of enthusiasm, energy, resilience and determination

Prepared by:	A M Wilson/K Kidd	Date:	September 2025
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Grade Profile

Level Six – Operative / Support (Grade 6)

Level Five Purpose
To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
Scope of Work
Role holders will undertake a range of standardised procedures, some of which maybe relatively complex, and use associated tools and equipment. Role holders may be expected to respond independently to unexpected problems or situations.
Accountabilities/Responsibilities
Role holders may be responsible for: <ul style="list-style-type: none">▪ Instructing and checking the work of others; or▪ Planning and organising tasks; or▪ Interpreting information, solving task-related problems or implementing regulations; or▪ Producing work of the required standard; or▪ Providing advice and guidance on established internal policies and procedures.
Skills, knowledge and experience
<ul style="list-style-type: none">▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job.▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.▪ Enhanced skills appropriate to the job discipline. <p>In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.</p>
Performance Measures
<ul style="list-style-type: none">▪ Completion of work to required standards and deadlines.

Person specification form		
Post title: Family Support Officer	Grade: 6	
Directorate: Children and Young People	Post number: N/A	
Establishment or team: Balshaw's CE High School		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications Business Administration qualification GCSE in Mathematics and English or level 2 equivalent Willingness to undertake training to become a first aider	D E E	AF AF AF
Experience Experience of working with young people Experience of working in an administrative role Experience of working in a pastoral or child centred role Experience of using SIMS and/or CPOMS	E E E E	AF/I AF/I AF/I AF/I
Knowledge, skills and abilities Confidence and ability to liaise with fellow staff members and external agencies Knowledge of safeguarding Ability to maintain confidentiality Demonstrate excellent communication skills (verbal and written) Ability to manage time effectively, organise self and prioritise tasks Confident in dealing with young people and their parents/carers Ability to analyse problems and produce solutions that are tailored to an individual or family Demonstrate initiative when providing advice or guidance to pupils with complex circumstances.	E E E E E E E	AF/I I AF/I AF/I AF/I AF/I AF/I
Other (including special requirements) 1. Commitment to safeguarding and protecting the welfare of children and young people 2. Commitment to equality and diversity 3. Commitment to health and safety 4. Commitment to equality and diversity 5. Commitment to sustaining regular attendance at work 6. Commitment to the Christian ethos of the school	E E E E E E	I I I I AF I
Prepared by: A.Wilson	Date: June 2024	
Note: We will always consider your references before confirming a job offer in writing.		

SUMMARY

It is said at Balshaw's that "Once a Balshavian, always a Balshavian." This is very true – a number of staff are previously students of the school and there is a very small turnover of staff either through retirement or promotion. We hope that when you visit our school you will get a strong sense of the Christian family values that underpin what we do.

Lighting the path to excellence through Christian vision and values.

Gospel values of love, forgiveness, friendship, kindness, truth, patience, respect and humility are the foundation for decisions made in the Balshaw's family. Our aim: to develop students of faith and no faith, who reflect Christ's love within the wider community.

OFSTED (2023)

- Students are proud to attend their school.
- Leaders are ambitious for all pupils, including those with special educational needs.
- Teachers have high standards for students' academic achievement and their behaviour.
- The atmosphere around school is calm and respectful.
- Pupils benefit from the opportunities for their wider development.
- Pupils behave well around the school and in lessons.
- Safeguarding is effective.

SIAMS (2019)

- 'Religious Education is both inspirational and challenging.'
- 'Strongly held values infuse the school community.'
- 'Collective worship is exemplary.'
- 'The senior leadership team provide inspirational and caring leadership.'
- 'The quality and range of their [pupils'] theological thinking is impressive.'

APPLICATION

All applications should be on the Lancashire County Council application form and can be obtained from the school website www.balshaws.org.uk. **Completed forms should also be accompanied by a letter of application which should be no more than two sides of A4.** In the letter you should indicate the reasons for your interest in the post, together with a brief outline of how your previous training and/or experience has prepared you for this position.

Applications should be marked for the attention of Mr S Haycocks, Headteacher and emailed to applications@balshaws.org.uk by **10am on Friday 10th October**. **Please ensure you quote the vacancy applied for in the subject line.** Applications sent to other email addresses will not be accepted.

Due to limited resources it is not our policy to write to the unsuccessful candidates so please assume your application has been unsuccessful if you do not hear from us within two weeks of the closing date.

Thank you for your interest in this post.