

## Admin/ Family Liaison/ Interventions Job Description

**Post Title:** Admin / FLO

**Reporting to:** Senior Leadership Team

**Salary:** 17,000-22,000 dependants on experience

**Contract:** Full-Time, Permanent

**Start Date:** Immediate (01/06/2026)

(Please note: the confirmed school site will be communicated once finalised. All roles will be based within Plymouth)

**School:** Phoenix Bay (Plymouth)

**Location:** Plymouth (exact site to be confirmed)

### About Phoenix Bay

Phoenix Bay is opening a new school in Plymouth. We work with children who need education to feel safe, relational and meaningful before it can be academic. Our approach is trauma-informed, restorative and rooted in high expectations, consistency and care.

This is a unique opportunity to join a school at an early stage and help shape its culture, curriculum and daily practice from the ground up.

### Main Purpose of the Role

This is a dual-role position, combining:

- Front-facing administrative and reception responsibilities, and
- Family liaison and student support, including targeted interventions

The postholder will be the first point of contact for families and visitors, while also working closely with parents, carers, students and staff to reduce barriers to learning, strengthen engagement and support positive outcomes for students.

### Key Responsibilities

#### Reception & Administration

- Act as the first point of contact for parents, carers, visitors and professionals
- Manage telephone, email and face-to-face enquiries professionally and sensitively
- Control access to the school in line with safeguarding procedures
- Maintain accurate manual and electronic records
- Manage attendance administration, including follow-up of late arrival and absence

- Organise and process parental forms and documentation
- Coordinate incoming and outgoing post
- Support the Business Manager and Principal with administrative tasks
- Book staff training and manage staff records
- Order and monitor stock and curriculum resources
- Maintain filing systems in line with data protection and retention policies
- Support the preparation of letters, emails, reports and policy updates

### **Attendance Monitoring & Parental Contact**

- Maintain accurate daily attendance records in line with school procedures
- Monitor late arrivals, absences and non-attendance
- Make timely contact with parents/carers when a student does not arrive at school and no explanation has been received
- Record all attendance-related communication accurately and securely
- Escalate concerns in line with safeguarding and attendance policies where patterns of non-attendance emerge
- Liaise with relevant staff and external agencies as required to support improved attendance
- Support families to identify and reduce barriers to regular attendance

### **Family Liaison & Student Support**

- Act as a key point of contact for parents/carers of students receiving additional support
- Build strong, trusting relationships with families
- Maintain regular communication with parents/carers and provide personalised support
- Support and signpost families to appropriate interventions and services
- Keep up to date with local services and referral pathways
- Support parents/carers with applications, meetings and transition processes
- Carry out home visits where required
- Assist with early help assessments
- Liaise with external professionals and agencies
- Support students through targeted interventions when appropriate
- Maintain accurate records of interventions and meetings

### **Safeguarding & Wellbeing**

- Work in line with statutory safeguarding guidance and school policies
- Promote the welfare and safety of all students
- Share concerns promptly with the Designated Safeguarding Lead
- Handle sensitive information with discretion and confidentiality

## **Professional Responsibilities**

- Engage in ongoing training and professional development
- Work flexibly to meet the needs of the school
- Contribute positively to the school's ethos, values and culture
- Undertake additional duties appropriate to the role as required

## **Why Join Phoenix Bay?**

- Be part of a new school opening, with genuine influence over culture and practice
- Work within a values-led, trauma-informed team
- Receive strong leadership support, supervision and CPD
- Make a meaningful difference to the lives of young people who need it most
- Help shape a school where safety, dignity and ambition sit side by side

## **Person Specification**

### **Essential**

- Good literacy and numeracy skills (GCSE Grade 4/C or above in English and Maths)
- Experience working with children or young people in an educational or support setting
- Experience working with children with additional needs
- Experience of reception or administrative work
- Strong IT skills, including Microsoft Office
- Ability to build positive relationships with students, families and professionals
- Strong written and verbal communication skills
- Ability to manage challenging situations calmly and effectively
- Organised, proactive and able to prioritise effectively
- Calm, patient and emotionally resilient
- Commitment to safeguarding, equality and inclusion
- Willingness to undertake first aid training
- Enhanced DBS clearance
- Willingness to work flexibly

### **Desirable**

- Experience supporting parents/carers directly
- Experience delivering or supporting interventions with students
- Knowledge of local support services and referral pathways
- Experience working with external agencies
- Full driving licence
- Background in education, social care, health, youth work or voluntary sector

## **Safeguarding Statement**

Phoenix Bay is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are expected to share this commitment. This role is subject to an enhanced DBS check and satisfactory references.

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## **How to Apply**

To apply, please send your completed application form to **hello@phoenixbay.co.uk**.

For more information, visit **www.phoenixbay.co.uk**.

*Join Phoenix Bay School — where we are more than just a school.*