



APPLICATION PACK

FAMILY ENGAGEMENT AND SUPPORT OFFICER

BOLTON ST. CATHERINE'S ACADEMY



THE BISHOP FRASER TRUST
A CHURCH OF ENGLAND MULTI-ACADEMY TRUST



WELCOME

Dear Applicant,

I'm delighted that you are thinking about joining us. The Bishop Fraser Trust is a Multi Academy Trust which was set up on the 1st December 2017. Our family of schools are as follows:

- St James's Church of England High School (11-16)
- Canon Slade School (11-18)
- Bolton St Catherine's Academy (3-16)
- Bury Church of England High School (11-16)
- St Catherine's Church of England Primary, Horwich (3-11)
- Walmsley Church of England Primary School (3-11)
- St Margaret's Church of England Primary, Heywood (3-11)
- Turton and Edgworth Church of England Methodist Primary (3-11)



At The Bishop Fraser Trust, our vision is to ensure all our communities experience **'LIFE IN ALL ITS FULLNESS'** (JOHN, 10:10).

For our pupils, this means an unwavering commitment to ensuring our pupils attain the outcomes they need to lead a happy life, but also that they have been immersed in a wide range of experiences both within the taught curriculum and through enrichment opportunities. This is so they will leave us knowing how they might best lead a life in its fullness. This also means knowing how to navigate setbacks and harder times.

For our staff, we know they cannot achieve life in its fullness if they are not fulfilled at work. We know our staff have great moral purpose, so for our staff we need to ensure we are providing an environment where they feel great job satisfaction and know that we will invest in their own career pathways, in the same way they are doing so for our children.

For our parents and carers, we know that they cannot live life in their fullness if they feel that their own child is not able to thrive in their school community. To this end, we need to work with all our parents in a partnership to remove any barriers which are hindering their children flourishing. We know our children very well, but the real expert is the parent/carers and we recognise this.

For our communities, we want our mission to reach beyond the school gates and even beyond our family homes. At The Bishop Fraser Trust we believe that we should be adding value to our communities. All our children will engage with community social action while they are with us. This is because we want to ensure that they develop a sense of pride and agency in their community and a sense of civic duty. This will ultimately help develop, sustain and improve our communities.

What this means in practice:

If we are serious about this (and we are), this meant that when deciding on the next set of goals for our strategy, they needed to reflect that personal development of our children was as important to us as their educational outcomes. Therefore, perhaps unusually in such an

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attainment driven system, we have collectively set goals for our schools around enrichment experiences and social action, as well as the value we add to ensuring that our young people will remain in either education, employment or training, long after they leave us. This, we know, will only happen if we have taught our children successfully on how to navigate setbacks through a rich personal development and character education programme.

We are an outward facing Trust and constantly look to learn and collaborate with others. We also have an excellent provision via our Train Teach Lead Partnership (TTLP), which offers excellent CPD and school to school support. Our links with Manchester Diocese, GMLP and the Bolton Learning Partnership continues to be strong.

Our employees are very important to us as we rise or fall by the professionalism and dedication of our staff. As such, I place great importance on continuous professional development for all staff members and have always strived to create a culture where our educators know that if they go the extra mile for our children, we will do the same for them.

Educational attainment is important to me, I want to make sure we are opening all doors for our children. However, as important to me is children's personal development. I firmly believe that character education is a cornerstone in the development of well-rounded, responsible, and empathetic individuals who will go on to make meaningful contributions to our world. In this way we prepare our pupils to lead 'life in all its fullness'.

When recruiting, we always look for people who share these beliefs. If this strikes a chord with you, then we would love to hear from you.

Tuesday Humby

Chief Executive Officer



WELCOME TO BSCA SECONDARY

A WORD FROM OUR HEADTEACHER, RYAN MALLETT...



We are delighted that you are considering joining our vibrant and nurturing school community at such an exciting time in our development. Located in the heart of Bolton, our school is a place where every pupil is encouraged to grow, learn, and excel. We believe in making our pupils' dreams come true regardless of starting point or economic background. Hopefully, you do too!

Grounded in Christian values and with a mission that we ensure all our community can live 'life in all its fullness' (John 10:10), we are proud to provide an environment where faith, respect, and kindness underpin everything we do as we seek to embed our warm, welcoming and friendly culture. Our journey to excellence is guided by our core BSCA values:

BELIEVE – We inspire confidence and faith in every student, encouraging them to believe in their potential and their ability to succeed.

STRIVE – Together, we work hard, persevere, and aim for excellence in all aspects of school life.

CARE – We cultivate a community that shows compassion and respect, ensuring every individual feels valued and supported.

ACHIEVE – With high aspirations and dedicated guidance, we empower students to reach their goals and celebrate their successes.

Our recently identified core principles of teaching, affectionately known as '*The BSCA Way*' are designed to keep the conversation around teaching and pedagogical development. We use research and evidence to develop our own practices and support staff in their development at all stages of their career, from protected departmental CPD time to NPQs and our internal leadership development programmes.

As part of our staff, you will be entrusted to work with the team to continue to develop our exciting, engaging and relevant curriculum that responds to the needs of our pupils and is ambitious for all. The Bishop Fraser Trust does not dictate one curriculum for everyone but instead challenges us to foster innovation and creativity. As such, our subject offer is dynamic and designed to allow our pupils to create a clear path to their future career path.

We are also lucky to benefit from excellent learning facilities and modern sports facilities.

At BSCA, the staff share some real commonalities. They are determined, resilient and passionate staff with a strong sense of moral purpose. They believe from their core that our pupils can and deserve to achieve. If this sounds like you, you'll feel at home within a day. We want all our staff to feel a sense of belonging in our school community, and our comprehensive induction programme will hopefully give you this before your first day.

Please feel free to come and look around – we would love to meet you and talk through our journey and plans. We are a passionate, enthusiastic team but open and honest in all that we do.

Ryan Mallett
Headteacher

WHY WORK FOR THE BISHOP FRASER TRUST?

PERFORMANCE DEVELOPMENT – Touchbase opportunities as part of your working day.

At The Bishop Fraser Trust, we focus on **growth and supporting your professional development**. That's why we've replaced traditional appraisals with a more supportive approach:

No Formal Appraisals – Say goodbye to rigid performance reviews.

Performance Development – Ongoing support to help you succeed, not just a once-a-year check-in.

Touchbase Opportunities – Regular, informal check-ins during your workday to discuss progress, goals, and support needs.

We believe in continuous development and real-time feedback to help you thrive—without the stress of traditional appraisals!

AUTOMATIC PAY PROGRESSION FOR ALL

We believe in recognizing and rewarding your hard work. That's why we offer **automatic pay progression** for all employees, including Teachers. As you grow with us, your reward grows too—without the need for negotiations or uncertainty.

Clear and Fair Growth – Your pay increases automatically at set milestones.

No Unnecessary Hassle – No need to request raises; they're built into your journey.

Commitment to Your Success – We value long-term dedication and make sure it's reflected in your earnings.

Join us and build your future with confidence!

LEADERSHIP DEVELOPMENT OPPORTUNITIES

At The Bishop Fraser Trust, we invest in your future. Our **Leadership Professional Development Programmes** are designed to help you grow, lead, and succeed.

Tailored Leadership Training – Develop the skills to take your career to the next level, with our Into SLT, Aspiring Leaders Programme, Into Deputy and Into Headship programmes.

Real Growth Opportunities – Clear pathways to leadership roles within the company.

Ongoing Support & Mentorship – Learn from experienced leaders and gain valuable insights.

Whether you're aspiring to lead or looking to enhance your leadership skills, we provide the tools and support to help you **reach your full potential!**

EQUALITY, DIVERSITY, AND INCLUSION

Our strategy underscores the importance of **weaving equality, diversity and inclusion** throughout all our work. While we acknowledge that there is more to be done in this area, we are committed to the process of inclusion, and the continuing focus on removing barriers to participation and access, alongside the focus on recruitment and support of a diverse workforce.

Become a more diverse organisation at senior levels - We welcome applications from black and ethnic minority candidates who are currently underrepresented.

We always hire on merit – We welcome discussions around flexible working. We believe in the power of our people and their potential to make a positive impact on the lives of our pupils.

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Join us in shaping a brighter future for education, where **everyone is valued and empowered** to succeed!

WELLBEING AND SUPPORT

We understand the **importance of taking care of our employees' wellbeing**. We know that the thing that has the biggest impact on people's wellbeing is their leadership, and with that in mind we are focussed on developing our leadership capability across the trust. In addition, we also offer a range of services that are designed to support your health and wellbeing:

Employee assistance programme - A counselling service and legal helplines, fitness and wellbeing support, to gym and retail discounts for you and your family. We strive to ensure your happiness and health in your role. Additionally, our academies have the freedom to offer workload support tailored to their local preferences, which may vary slightly from one location to another.

Refreshment and re-energisation – We offer generous holiday provisions, parental leave, and flexible working arrangements. Working for TBFT also includes membership of either the Local Government Pension Scheme (LGPS) or Teachers' Pension Scheme (TPS) depending on the role applied for. Our package of support continues to evolve as we refine how we recognise and reward our employees' contributions in various ways.

We recognise the importance of TBFT being a **flexible workplace** and are determined to be creative and to develop our approach further!



ABOUT OUR TRUST

The Bishop Fraser Trust was established in December 2017. We came together to support one another and enhance our schools' communities to enable all of our young people to experience **'LIFE IN ALL ITS FULLNESS'** through an excellent education based on our Christian values.

We proudly serve communities across South Lancashire and Greater Manchester. All our schools can be reached within 20 mins from our Central Office, which is based at Bolton St Catherine's Academy.

Our strategic growth plan aims to expand our primary sector as we anticipate adding a further three schools over the course of our next strategic cycle. We would also consider further growth in our secondary sector.

Our vision is: allow all young people to experience **'LIFE IN ALL ITS FULLNESS'** (John 10:10), no matter what their starting point. Our Trustees' work focuses on how we operate as a Christian Trust through our four values of:

WISDOM

COMMUNITY

HOPE

DIGNITY

These values are the basis of all decision making and are woven through each of the schools' personal core values. We work collaboratively at all levels; Executive Team, Strategic Leadership Group, Senior Leader Teams, Departmental Hubs and with our large body of associate support staff. What is clear is that together we are stronger. Our teams now share best practice at all levels, benefitting our young people's education, both academically, spiritually and culturally and their own professional development.

Developing our workforce is so important to us. We have a legacy teaching school which we have retained, the Train Teach Lead Partnership (TTLP), a standalone centre based at St James's CE High School with a Director and Manager to oversee all aspects. The Director of Teaching and Learning works closely with TTLP. Through TTLP, we support the Trust with:

- Support the training and development of new teachers through our Initial Teacher Training Programme and will continue in partnership with local universities. The Trust successfully appoints ITT candidates, who have completed their training through the TTLP.
- NPQs & Apprenticeships.
- SLT, Trustee, Governor, Middle Leader & Support Staff Training.
- School to school support, both in the Trust and the local area, where we have 50+ SLEs registered.

We are approved by the Department of Education as an academy sponsor and are seeking to continue to grow our Trust further.

LIVING AND WORKING IN GREATER MANCHESTER/ SOUTH LANCASHIRE

Affordable cost of living: Compared to some of the larger cities, such as London, Greater Manchester offers a relatively affordable cost of living, with a wide range of housing options across its diverse towns and communities, supporting a strong quality of life.

Convenient transportation: Greater Manchester benefits from extensive transport links, including access to the M60, M61 and M62 motorway network, as well as regular rail services into Manchester city centre and across the wider UK. The region is also served by the Metrolink, one of the UK's largest tram networks, providing frequent and reliable connections across the city region.



Beautiful green spaces: Greater Manchester offers a wealth of high-quality parks, countryside and green spaces, including Heaton Park, Jumbles County Park, Rivington and Moses Gate County Park.

These areas provide opportunities to step away from urban life and enjoy walking, cycling, picnics and a range of outdoor activities. The surrounding moorland and nearby countryside are particularly notable, offering striking landscapes and easy access to nature across the region.

Cultural attractions: Greater Manchester has been a proud historical, reflected in its many museums, galleries, and heritage attractions. Highlights include Bolton Steam Museum, Bury Transport Museum, and the East Lancashire Railway, a well-known visitor attraction. The region offers a thriving cultural scene, from local venues such as Octagon Theatre to the extensive arts, music and performance programmes across Manchester, one of the UK's Leading cultural centres. Greater Manchester boasts a diverse range of restaurants, cafes, traditional pubs and leisure activities. The area hosts a dynamic Calander of events such as the Ironman Uk and the popular Bolton Food and Drink Festival, alongside numerous cultural community events across the region for a diverse community.



Academic institutions: Greater Manchester is home to a wide range of universities, colleges and further education institutions, supporting a strong pipeline of talent and skills development. The region includes institutions such as University of Bolton and Bury College. Alongside major universities including University of Manchester, Manchester Metropolitan University and University of Salford. These strong academic connections provide opportunities for collaboration, research, workforce development and access to emerging talent across a wide range of discipline.

Job Title:	Family engagement and support officer	Department/Group:	Support Staff
Level/Salary Range:	Grade F SCP 17 - 23	Reporting to:	Head of Department
Contract term:	Permanent	Hours per week:	37 hrs
Safer Recruitment Statement:			
The Bishop Fraser Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.			
Vision Statement:			
<i>“To allow all children to experience ‘life in all its fullness’ no matter what their starting point” by:</i> • Offering a high quality, inclusive and distinctive education • A caring and nurturing environment based on our Christian values • Recognising the unique nature of each child.			
All staff employed by the Bishop Fraser Trust are required to:			
• Uphold and promote the Trust's vision. • Uphold and promote the Christian ethos of all schools within the Trust. • Support and contribute to the achievement of all students academically and pastorally. • Support and contribute to the Trust's responsibility for safeguarding all students. • Undertake professional training to enhance personal development and job performance. • Comply with all Trust and individual school policies and procedures, including safeguarding, child protection, health, safety and security, confidentiality and data protection. • Maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members, treating everyone with dignity and respect. • Share best practice, expertise and skills with others.			
Main Objectives of Role:			
To provide a professional level of support to parents/carers and school staff, providing a core offer of services for pupil and their families where pupils present with challenges and barriers to learning.			
Job Description:			
Supporting families: • Provide a one-to-one confidential support/case working duties to parents/carers; offering support and advocating on their behalf when necessary • Engage with families to develop and maintain a supportive and empowering relationship founded on mutual respect, trust and the strengths of families • To promote and facilitate parental/carer understanding of our pupils' needs through engagement and to conduct home visits where necessary • Develop and implement a family support action plan for parent/carer sessions			

- To act as a point of contact in school for families in need of support and signpost/refer to external services where appropriate
- To provide opportunities for families to engage with the school by sourcing and initiated shared learning opportunities
- To maintain record keeping (CPOMS) in accordance with the policies and procedures in place in school, including case studies.
- Provide a termly report to the governing body on effectiveness of the service and support provided to BSCA families
- Support parents' understanding of school policies and procedure (Health and Safety, attendance, secondary transfer etc.)
- To work closely with other school support and local services to develop family support across the school and provide regular and up to date information to both students and parents. This could be via letters, notice boards, social media, school website and newsletter. Collate information about local organisations, support and advice networks.
- Organise, support and deliver workshops, attend Parents Evening (when possible), Parent Drop Ins, and other required events.

Safeguarding

- Respond to safeguarding concerns within school and decide how to respond to each referral. Have the confidence to make decisions and take responsibility for those decisions, following up with DSL and SLT where identified in line with the schools 'Safeguarding Policy and Procedure'.
- Liaise professionally with external agencies such as housing, children's centres, social care, early intervention etc
- To be able to communicate with parents sensitively regarding the safety of their child where appropriate. This can include supporting a parent/carer who may be very distressed not agreeing or understanding the decision to refer to Social Services
- To ensure information forwarded to the relevant agency as appropriate
- To support BSCA to fulfil all of its statutory requirements of Keeping Children Safe in Education
- Complete MASH and CAMHS referrals with families in order to identify needs and assist with seeking appropriate support
- Work within the CIN and CP procedures and attend meetings as required and directed to provide early intervention support and promote information sharing. These include preparing written reports as well being able to contribute to the discussion and decisions regarding the pupils' future and involvement of the statutory agencies and report back on these meetings using CPOMS
- To work closely with the DSL and SLT to devise and implement effective safeguarding strategies including mental health, wellbeing and attendance

Parental engagement

- Increase parent engagement in school through targeted action planning

- Promote links between the home, school and other relevant community and statutory resources so that children, who are currently experiencing health, social, emotional or behavioural difficulties benefit
- To ensure where possible, services are made accessible to parents with additional needs, or where English is not their first language and that they are supported to access community services and activities

General responsibilities

- Attend relevant training and events as and when necessary, in order to secure the most up-to date knowledge and skills to carry out the duties of the post
- To be committed to own continued professional development
- To comply with all policies and procedures relating to child protection and safeguarding reporting all concerns to the DSL
- Maintain positive working relationships with all staff, parents, children, governors and visitors.
- Attend and participate in meetings required
- Accompany teaching staff and pupils on visits, trip and out of school activities as required and take responsibility for a group under supervision of children outside the classroom including in the playground, dining areas and halls
- Follow relevant school procedures and ensure confidentiality at all times
- Manage demands and timings of the different roles outlined; by prioritising the workloads in accordance with the needs ensuring all times tasks are duly completed
- Understand and support the role of colleagues and respond, as appropriately as required, to the needs of teaching staff, non-teaching staff and pupils with regard to the above duties

All staff at the Bishop Fraser Trust will:

- Seek to be positive and build up the common good through their own individual contribution to the life of their school.
- Offer ideas and suggestions for making things better.
- Engage actively in the appraisal and performance review process.
- Seek to develop a better work/life balance.
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description.
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

If appointed, the successful applicant must be aware that the principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher or SLT to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

Last Updated:	May 2026
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Person Specification – Family engagement and support officer

Categories	Essential / Desirable
Professional values and practices of The Bishop Fraser Trust	
Ability to build and maintain successful relationships with students, treat them consistently with respect and consideration and demonstrate concern for their development as learners.	E
High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements.	E
Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work.	E
Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.	E
Able to liaise sensitively and effectively with parents and carers, recognising their role in student learning.	E
Able to improve their own practice through evaluations and discussions with colleagues.	E
Flexible, with an ability to be able to embrace and generate change.	E
Personal Qualities	
Strongly self-motivated and personal resilience, persistence and perseverance.	E
High levels of personal integrity, discretion, honesty, reliability and self-awareness.	E
Conscientious and diligent work ethic.	E
High standard of personal presentation with an excellent attendance and time-keeping record.	E
Exacting standards, with high levels of attention to detail and accuracy.	E
Patience, kindness and understanding.	E
Professional Dispositions	
Pro-active in using initiative.	E
The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focusing on meeting customer needs and satisfaction.	E
Maintains a positive outlook at work.	E
Willingness to take a hands-on approach as necessary.	E
Flexibility, on occasions and within reason, in approach to working hours.	E
Qualifications	
5 A*-C GCSEs including English & Maths	E
Mental Health First Aid, Early Help or safeguarding qualifications	E
Relevant qualification in education, social care, youth work, counselling, safeguarding, or family support (or willingness to work towards)	E

Categories	Essential / Desirable
An awareness and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding.	E
Leadership and Management	
Ability to develop others and motivate staff to drive outcomes for all.	D
Evidence of helping to produce development plans.	D
Evidence of improving and sustaining achievement and progress for all.	D
Experience	
Experience of working with children, young people, and families in an educational, pastoral or community setting	E
Experience of supporting vulnerable students and families facing social, emotional. Behavioural, or attendance challenges.	E
Experience of multi-agency working and liaising with external services and professional	E
Experience maintaining confidential and accurate records.	E
Experience completing referrals such as MASH/CAMHS	D
Experience contributing to CIN/CP meetings and preparing reports	D
Experience using CPOMS or similar safeguarding systems	D
Skills and Knowledge	
Good understanding of safeguarding, child protection and Keeping Children Safe in Education	E
Understanding of the challenges facing families and young people, including mental health and wellbeing needs	E
Knowledge of confidentiality, data protection and professional boundaries	E
Excellent communication and interpersonal skills with the ability to build positive relationships with pupils, parents/carers	E
Strong organisational skills and ability to prioritise workload effectively	E
Ability to work independently and as part of a wider safeguarding and pastoral team	E
Ability to complete written reports, referrals and maintain accurate records	E
Competent ICT skills including Microsoft Office and safeguarding systems	E
Knowledge of local community services and support agencies	D
Ability to deliver workshops and parental engagement activities	D
Ability to contribute to newsletters, social media and school communications	D
Safeguarding of Children and Young People	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	E