

Person Specification

Parent Support Advisor



The Stour Academy Trust

Person Specification for Parent Support Advisor

Qualifications and Experience:

- Experience of working with children and families within an education, early help, safeguarding, social care or community setting.
- Experience of providing targeted support to parents/carers to address barriers to children's education, wellbeing or attendance.
- Demonstrable experience of working with safeguarding and child protection processes.
- Experience of working collaboratively with external agencies and professionals to support children and families.
- Good standard of education, including GCSEs (or equivalent) in English and Maths.
- Willingness to undertake and maintain appropriate safeguarding and DSL training, in line with statutory guidance.

Skills and Competencies:

- Strong knowledge and understanding of safeguarding and child protection legislation, guidance and best practice, including *Keeping Children Safe in Education*.
- Ability to identify safeguarding concerns, assess risk and take appropriate action, including referrals to external agencies.
- Excellent communication skills, with the ability to engage, support and challenge parents and carers appropriately.
- Ability to build and maintain positive, trusting professional relationships with families, pupils, staff and partner agencies.
- Good organisational and time-management skills, with the ability to manage a varied caseload and prioritise effectively.
- Ability to maintain accurate, confidential records and reports in line with data protection and safeguarding requirements.
- Strong problem-solving skills and the ability to work calmly and effectively in emotionally demanding situations.
- Competence in working independently while also being an effective member of a multidisciplinary school and safeguarding team.
- Confidence in contributing to meetings, delivering advice, and supporting or guiding colleagues on safeguarding matters.
- IT literacy, including the ability to maintain electronic records and communicate using standard school systems.

Personal Qualities:

- A strong commitment to safeguarding, child welfare and always promoting the best interests of children.
- Empathy, resilience and emotional intelligence, with the ability to support families facing complex or sensitive challenges.
- Professional, reflective and ethical approach to work, always maintaining appropriate boundaries.

- Non-judgemental, inclusive and respectful of families from diverse backgrounds, cultures and circumstances.
- Calm, reliable and trustworthy, particularly when dealing with confidential or high-risk situations.
- Positive, solution-focused attitude and a willingness to adapt to changing priorities and needs.
- Commitment to ongoing professional development and continuous improvement.
- Alignment with the values and ethos of a primary school community, demonstrating warmth, approachability and professionalism.

