



# Education Welfare Officer

**Salary: Level 9 SCP 25**

**Closing date: Monday 29<sup>th</sup> September 2025**

**Interview: w/c 6<sup>th</sup> October 2025**

**Start date: TBC**



**City Learning Trust**

Inspiring Outstanding Achievement

**United by our  
values, we place  
children and young  
people first in  
everything we do.**



# Job Description

Do you believe that every child deserves the chance to be in school, feel they belong, and fulfil their potential?

Can you combine empathy and resilience to support families through challenges, while never losing sight of the child at the centre?

Do you want a role where the work is tough at times, but the reward is knowing you've genuinely changed lives?

If so, this could be the role for you.

At the City Learning Trust, children are at the heart of everything we do. We know that behind every attendance figure is a young person with potential — and sometimes with significant challenges too. We are looking for an Education Welfare Officer who shares that belief and who will go above and beyond to help children be in school, engaged, and ready to thrive.

## About the role:

Working across our schools in Stoke-on-Trent, you'll focus on children of compulsory school age across our sites, but you'll also play a part in helping our youngest learners develop the good habits that set them up for a lifetime of learning. Some days you'll be visiting homes, some days you'll be working with schools, and others you'll be alongside partner agencies. It won't always be easy — but the potential to shape and even change lives is huge.

You'll play a vital role in breaking down barriers that stop children attending school. That might mean supporting parents through difficult circumstances, helping a young person manage their anxieties, or holding firm when challenge is needed. Whatever the situation, you'll never lose sight of the child at the centre.

## What you'll be doing:

- Building strong, trusting relationships with pupils, families and staff
- Spotting patterns of absence early and working with schools to put the right support in place
- Managing a caseload of pupils with persistent absence, tackling the root causes
- Carrying out home visits, meetings and panels to support and challenge families
- Linking with external agencies such as Social Care, CAMHS and Early Help to coordinate support
- Ensuring attendance work is always part of the bigger picture of safeguarding and welfare
- Using data to track progress and celebrate the wins — however small

## What we're looking for:

- Someone who believes every child deserves to be in school and to feel they belong
- A resilient professional who understands the challenges but never loses hope
- Strong communication skills, able to build relationships even in difficult circumstances
- Organised, reflective and confident working with both families and professionals
- Committed to inclusion, safeguarding, and keeping children at the centre of every decision

## In return, we offer:

- A role with genuine purpose: every day you'll be making a difference to children's lives
- A supportive, collaborative Trust team who share expertise and back each other up
- Ongoing training, supervision and professional development
- The chance to grow within an award-winning, forward-thinking organisation
- The satisfaction of seeing children and families turn a corner because of your work

## Safeguarding statement:

The City Learning Trust is committed to safeguarding and promoting the welfare of children and young people. Successful applicants will be subject to an enhanced DBS check and safer recruitment processes.

Dear Colleague,

**Re: Education Welfare officer**

### **Thank you for your interest in City Learning Trust.**

City Learning Trust has a dedicated and talented team of staff who are committed to ensuring that the young people in its care are supported and nurtured to achieve the very best they can. Staff work closely in all Academies in the Trust to improve outcomes and life chances for our young people and enjoy a particularly effective relationship with Trust central staff, who work across all of the Trust's Academies.

If you want to work in a partnership of Academies committed to cooperation and collaboration; unlock talent and fulfil potential, then this post is just right for you. In return, you will be supported and encouraged to develop further and enjoy a long and rewarding career working across the City Learning Trust.

If you want to work in a partnership of academies committed to cooperation and collaboration, where you can unlock talent and fulfil potential, then this post is just right for you. In return you will be supported and encouraged to develop further and enjoy a long and rewarding career working across the City Learning Trust

You will join the Trust at an exciting time: we have a unique, bespoke Professional Growth programme and remain committed to CPD for all staff who work with children. We also have a considerable professional support package available to all CLT employees, to ensure you can be the best you can be for our young people – every day.

As Chief Executive Officer, I am proud to provide strategic leadership in line with the culture, ethos and values of the Trust and its member Academies. The Trust Board has unwavering expectations to deliver the highest quality educational experiences and outcomes for the children and young people in its care.

If you would like an informal conversation about this opportunity, or wish to arrange a visit to one of our academies or the Trust offices, please contact [hello@citylearningtrust.org](mailto:hello@citylearningtrust.org) or call **01782 853535**, and we will be happy to arrange this.

Your supporting letter should be no longer than two sides of A4. You are welcome to include a CV with your application; however, this cannot replace the supporting letter.

Please submit your completed application to [hr@citylearningtrust.org](mailto:hr@citylearningtrust.org).

**Carl Ward**

Chief Executive Officer



## About the City Learning Trust

Because this role spans all of our schools, you'll be part of our Central Team — a supportive, award-winning group of professionals with our hearts and minds firmly rooted in what's best for children. You'll work closely with colleagues in each academy, while also having the backing of the wider Trust team who share expertise, ideas and encouragement.

Our Central Team is based in our beautiful, historical, and fully restored offices in Burslem — a shared space that reflects both our heritage and our commitment to the future of education in Stoke-on-Trent.

The best way to get a feel for who we are is to explore the websites of our individual schools as well as our Trust site, where you'll see the breadth of our work and the values that unite us.







# City Learning Trust

**The City Learning Trust is a family of academies sharing resources and expertise: united by our values, we place children first in everything we do.**

We believe in the power of collaboration and cooperation to unlock talent and fulfil potential. We want all children and young people within our Trust to be the best that they can be and are firmly committed to achieving our mission to create a world class education system for the communities we serve.

Children in the City Learning Trust have the best opportunities to develop their education and skills. Our mission is to provide the strongest start in life to enable our community to contribute in their own futures. We don't just want them to be employed, we want them to believe that they can change the world with their choices. There are no limits for any of our children as we inspire them to be lifelong learners and fully rounded citizens so they can adapt in an ever- changing world.

In our Trust, education is linked up from 3 to 19. Skills and qualifications are allied to an increasing understanding of the value of continuous learning and social responsibility as well as tolerance, kindness and compassion.

In recognition of our Professional Growth Package, opportunities for children through the Character and Arts Foundation and our leadership programme we were awarded Multi Academy Trust of the year in December 2023.

Our values are important to us and guide the work we do:

**Ambition:** Our academies aim to unlock the potential for all learners to achieve their dreams, hopes and aspirations.

**Cooperation:** We value working together in teams, supporting each other, and sharing expertise and accountability to improve standards.

**Commitment:** Our academies are a family of Academies with a common bond, dedicated to the communities that they serve.

**Creativity:** We encourage innovation and the use of imagination and original ideas in all our Academies.

**Leadership:** We believe in listening to, inspiring and empowering our learning communities so that they can achieve their true potential.

**Respect:** We value all people and organisations abilities, qualities and achievements, and operate using the principles of equality, equity and solidarity.

The Trust is on a journey from Good to Great. Through cooperation and collaboration, we develop sustainable partnerships that will provide a legacy for tomorrow's generation. This enables our member academies to become greater than the sum total of their parts.

The City Learning Trust is a registered charity and a DfE sponsor. We have a range of strategic partners and work closely with a number of multi-academy trusts to raise standards.

# Professional Growth with the City Learning Trust

**Our Professional Growth model offers a unique and comprehensive package of support for our teachers, education support staff and leaders. It is the first of its type across the country and puts professional learning at the heart of your professional development.**

The City Learning Trust offers a comprehensive CPD package for you to advance your own professional skills for the good of our children. We have two priorities:

Developing and recruiting great staff to unlock and deliver for young people - without fail

World class experience and outcomes for our young people - always

The City Learning Trust understands that you cannot have one without the other. To be able to give our children what they need, we must give you everything that you need to be the best that you can be in this demanding profession.

The programme is bespoke to your individual needs and is built around you. The work you undertake will be connected to your performance management cycle to ensure that you can truly focus on mastering improvements.

All City Learning Trust employees also have access to a range of benefits, discounts, salary sacrifice schemes and well-being support packages to allow them to be the best they can be for our young people – always.

During the CPD programme, you will have the opportunity to:

- Network with colleagues across the Trust;
- Undertake professional research into your area of development;
- Arrange professional discussions for coaching and mentoring;
- Participate in #CLTtogether events;
- Use the time to progress your own national professional qualifications;
- Arrange visits to our partner academies;
- Participate in holistic well-being opportunities.



## Building Talent Programme

The City Learning Trust has developed its own talent management strategy as part of its Professional Growth commitment.

We are entirely committed to nurturing the talents of our workforce's aspirations to have as broad an impact as possible for the benefit of our young people.

If you have a particular goal in mind for your career, we are committed to supporting you in your Professional Growth journey.

## Rewards and Recognition

This is key to the development of our City Learning Trust culture.

As an employee of ours, you will be recognised for your efforts through:

Access to a range of salary sacrifice schemes, extending from healthcare benefits to discounts on personal electronic devices;

Regular engagement to consult with you about your experience as a colleague in the City Learning Trust and your opinions on how we could do things differently;

Recognition from a whole Trust awards event that celebrates your success and commitment across the year.





# Person Specification

To do this role well, you need resilience and empathy in equal measure. You'll work with children and families in difficult circumstances, balancing care with challenge, and always keeping the child at the centre of decisions. Below are the skills, knowledge and qualities that will help you succeed.

## Qualifications and Education:

Good standard of general education (GCSEs or equivalent, including English and Maths) - **essential**

Evidence of ongoing professional development in a relevant field – **essential**

Relevant qualification in education, social work, youth work or community work - **desirable**

Training in safeguarding/child protection, attendance law, or family engagement – **desirable**

## Experience:

Experience of working with children, young people and families in education, social care or community setting – **essential**

Experience of tackling barriers to attendance, engagement, or welfare – **essential**

Experience of working collaboratively with multi-agency partners – **essential**

Experience of handling sensitive and confidential information with professionalism – **essential**

Previous experience in Education Welfare, Attendance or equivalent role – **desirable**

Experience of preparing casework for legal proceedings related to attendance – **desirable**

Knowledge of the Stoke-on-Trent local context and services – **desirable**



# Person Specification

## Knowledge / Understanding

Strong understanding of safeguarding, child protections, and Keeping Children Safe in Education – **essential**

In-depth knowledge of legislation and statutory guidance relating to school attendance and punctuality – **essential**

Awareness of the social, emotional, health, cultural and economic barriers that can affect children's attendance – **essential**

Familiarity with local authority enforcement processes – **desirable**

Knowledge of evidence-based strategies for improving attendance – **desirable**

## Skills / Abilities

Ability to build positive, trusting relationships with pupils, families and colleagues – **essential**

Strong communication and negotiation skills, with the ability to handle challenging conversation with empathy and professionalism – **essential**

Excellent organizational skills, with the ability to balance a varied workload across multiple sites – **essential**

Ability to analyse data and share findings clearly with school and Trust leaders – **essential**

Proficient in IT systems for data management and record-keeping – **essential**

Ability to keep details, accurate and timely casework records – **essential**

Experience using attendance management software (e.g. SIMS, Arbor) – **desirable**

Ability to design or delivery training/workshops for staff or families – **desirable**

## Personal qualities

A genuine commitment to safeguarding and improving the welfare of children and young people – **essential**

A colleague who is fully committed to the ethos and vision for children of City Learning Trust – **essential**

Resilient, empathetic and able to set and maintain professional boundaries – **essential**

Flexible and adaptable in response to changing demands – **essential**

## Other requirements

Ability to travel independently between Trust sites and family homes – **essential**

Enhanced DBS clearance (with ongoing safeguarding checks) – **essential**

Full driving licence and access to a vehicle – **essential**

