



JOB TITLE:	Education Welfare Team Manager (Fixed Term until 31.7.27)
BUSINESS AREA/TEAM:	Attendance & Education Welfare
SALARY GRADE:	NJC Grade 9
LOCATION:	SIL – Liverpool Innovation Park
PRIMARY PURPOSE OF THE JOB:	<p>To lead and manage SIL Education Welfare Partners In addition, the role includes:</p> <ul style="list-style-type: none"> -offering education welfare casework to schools -quality assurance of the delivery of attendance family support/ casework to schools, -compliance with statutory school attendance duties, -effective collaboration with the Local Authority and multi-agency partners. <p>Working in partnership with another Education Welfare Team Manager, the role also includes the strategic oversight for attendance and education welfare, commercial planning, budget management and maintaining best practice standards aligned with national guidance.</p>
DIRECTLY RESPONSIBLE TO:	Director of Research, Development and Innovation
DIRECTLY RESPONSIBLE FOR:	<p>Education Welfare Partners within SIL Effective delivery of the EWS SLA The development of a national CPD offer</p>
DIRECT REPORTS / TEAMS (delete if not applicable)	50% of the team of Education Welfare Partners

Working Relationships

SIL teams
Liverpool City Council Statutory Attendance Team
Wider LCC multi-agency partners
Liverpool City Region Schools

Main Areas of Responsibility

1. Ensure the Attendance & Education Welfare service is delivered efficiently and effectively, meeting agreed SLAs and supporting schools to comply with statutory attendance responsibilities. Ensure all associated contracts are in place in a timely manner.
2. Oversee the strategic and operational management of a team of education welfare partners, leading regular supervision and ensuring the standard of casework offered is of a high quality.
3. Monitor casework standards, intervention impact, and ensure accurate records and evidence are maintained in line with safeguarding and GDPR requirements.
4. Deliver case work directly to schools and families for up to 50% of the role.
5. Support the staff team to understand and interpret attendance data to identify trends and use these to inform service development.
6. Maintain a full understanding of statutory enforcement processes (Penalty Notices, Prosecutions and Education Supervision Orders) and ensure schools' documentation meets Local Authority standards for escalation.



7. Lead the design and development of a professional development offer for education welfare that compliments the work delivered by the Attendance Partner. Ensure staff base their work on the latest research and evidence-informed practice.
8. Understand the company's commercial processes to support business planning and implementation of the full traded offer. Engage in the monitoring of financial performance and shape growth opportunities for CPD.
9. Ensure the SIL offer is compliant with statutory national guidance, Ofsted requirements for attendance, and safeguarding processes.
10. Work collaboratively with other SIL Attendance Managers, acting as the primary link between the SIL and Local Authority partners, ensuring alignment with statutory processes and escalation protocols. Maintain strong relationships with multi-agency partners to coordinate support for families.

Other

1. act, at all times in line with SIL's values and behaviours, showing respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination.
2. demonstrate a commitment to continuous professional development, using all learning and development opportunities available to improve effectiveness, efficiency and delivery of service.
3. maintain confidentiality of information at all times in accordance with the principals of the Freedom of Information Act and the Data Protection Act.
4. understand that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations and to ensure that all work functions are undertaken in accordance with health and safety legislation.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility at the time of writing.

Date job description prepared /revised:
3 June 2026

Prepared / revised by:
Lisa Dorrity

