



Education Welfare Officer

ROLE INFORMATION PACK

Department	Attendance & Welfare
Place of work	Trust Central, multi-site across Telford & Shropshire
Application deadline	24 August 2026, 12 noon
Enquires and applications to	Nikki.morrison@LCT.education



Mission Statement

Delivering an inclusive, compelling and transformative education that empowers young people, both in the classroom and beyond, preparing them for the rapidly changing world ahead.



Vision

Developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.



Our values



A Trust With Heart

We place our young people, staff and families at the heart of everything we do; we empower our young people to become compassionate, caring, humble and inspirational individuals.



Never Leave A Child Behind

We support all our young people to ensure that - regardless of their background or starting point - they can achieve exceptional educational outcomes.



Thriving Community

We passionately believe that a positive, thriving community is the heartbeat of the academy. We embrace our collective strength to create a range of opportunities that enhance the lives of our young people and families whilst also acknowledging and celebrating the distinctiveness and individuality of each academy's community.



Together We Are Stronger

We are united in our vision to ensure the best learning experiences for our young people, staff, and community through strong relationships and effective collaboration.



Successful Young People

We create a pride in our academies and a thirst for learning that raises aspirations and ensures our young people are ambitious - both within school life and through extensive enrichment offers - to prepare them for the global community.



Learning For All

We deliver compelling, transformative and reflective learning in our classrooms, celebrating the differences of each academy's community, inspiring all our young people and staff to be the very best that they can be.



Respect For All

We celebrate equality, diversity, inclusivity and individuality because we believe that we have far more in common than that which divides us.



Coping With The Challenges Of Life

We develop resilience within all our young people and staff to ensure a mindset for success and readiness to thrive in an ever-changing global community.



Mission Statement

Delivering an inclusive, compelling and transformative education that empowers young people, both in the classroom and beyond, preparing them for the rapidly changing world ahead.



Vision

Developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.



Our values



A Trust With Heart

We place our young people, staff and families at the heart of everything we do; we empower our young people to become compassionate, caring, humble and inspirational individuals.



Never Leave A Child Behind

We support all our young people to ensure that - regardless of their background or starting point - they can achieve exceptional educational outcomes.



Thriving Community

We passionately believe that a positive, thriving community is the heartbeat of the academy. We embrace our collective strength to create a range of opportunities that enhance the lives of our young people and families whilst also acknowledging and celebrating the distinctiveness and individuality of each academy's community.



Together We Are Stronger

We are united in our vision to ensure the best learning experiences for our young people, staff, and community through strong relationships and effective collaboration.



Successful Young People

We create a pride in our academies and a thirst for learning that raises aspirations and ensures our young people are ambitious - both within school life and through extensive enrichment offers - to prepare them for the global community.



Learning For All

We deliver compelling, transformative and reflective learning in our classrooms, celebrating the differences of each academy's community, inspiring all our young people and staff to be the very best that they can be.



Respect For All

We celebrate equality, diversity, inclusivity and individuality because we believe that we have far more in common than that which divides us.



Coping With The Challenges Of Life

We develop resilience within all our young people and staff to ensure a mindset for success and readiness to thrive in an ever-changing global community.

Together, with our families, our staff and our communities, we are stronger.

At the Learning Community Trust, we are proud to lead a family of academies that spans education from early years through to post-16 within our specialist settings. We serve thousands of young people and staff across our academies and take our responsibility seriously, placing our young people, staff, and families at the heart of everything we do.

Our mission is so important to us all, we all work tirelessly to deliver an inclusive, compelling, and transformative education that empowers young people both in the classroom and beyond, preparing them for the rapidly changing world ahead. We are united by a shared vision: to develop compassionate, resilient, and inspirational individuals who are ready to thrive in an ever-changing global community.

Our eight core values: A Trust With Heart, Successful Young People, Never Leave A Child Behind, Learning For All, Thriving Community, Respect For All, Together We Are Stronger, and Coping With the Challenges of Life create our daily moral compass and guide every decision we make and every service we offer.

We believe that every young person deserves access to a rich and inspiring educational experience, one that fosters a mindset for success and importantly, prepares them to be global citizens. Across our Trust, we are proud to celebrate equality, diversity, inclusivity, and individuality, recognising that we have far more in common than that which divides us. Each of our academies is distinctive, with its own ethos and community, yet all are united in our commitment to exceptional outcomes and shared trust values.

Our success is rooted in a steadfast commitment to the professional growth and well-being of our staff. We believe that when our teams are empowered, supported, and continually developing, they create the foundation for truly exceptional learning experiences. That's why we invest in high-quality training, leadership development, and well-being initiatives that nurture both personal and professional growth. By fostering a culture of care, collaboration, and continuous improvement, we ensure that our staff feel valued, inspired, and equipped to make a lasting impact in the lives of our young people.

To ensure we remain focused and forward-thinking, we have developed a robust Five-Year Strategic Plan. This plan is more than a roadmap; it is a commitment to realising our mission and values across every academy and community we serve. Grounded in our eight core values, the plan sets out clear priorities, aligns resources,

and establishes measurable goals. It unites leaders, educators, families, and partners around a shared vision, ensuring we are prepared to meet challenges and lead with clarity, compassion, and impact.

A key strength of our organisation is our commitment to investing in the people who work within our Trust. We believe that when staff are supported to grow, our academies flourish. That's why professional development is at the heart of our offer. Every colleague, whether in teaching, leadership, support, or operations, benefits from access to CPD pathways designed to build expertise, confidence, and career progression.

No academy within our Trust stands alone. We work collaboratively to share best practice, provide targeted support, and create opportunities for staff to connect, learn, and lead. From coaching and mentoring to leadership development and subject networks, our CPD offer is designed to meet the needs of every role and every stage of a career. Our aim is simple: to empower educators to deliver exceptional outcomes for young people, while building fulfilling and sustainable careers.

We are proud of our reputation, both regionally and nationally, for strong educational outcomes and community focus. Our academies work closely together, sharing best practice across phases and settings to create thriving learning environments. We believe that Together We Are Stronger, and through collaboration, we can build a resilient, inclusive educational system where every young person can flourish.

Thank you for considering the Learning Community Trust as your partner in education. We look forward to working with you to create lasting, positive change for your school and your community.



Paul Roberts

Chief Executive Officer



LCT Attendance & Welfare Team

Due to increasing demand from our academies and partner schools for Education Welfare support, we are expanding our successful team and seeking to appoint an additional Education Welfare Officer. This exciting new post offers the opportunity to join a growing service that is making a significant difference to attendance, inclusion and outcomes for children and young people across our Trust and beyond.

Join a friendly, passionate and dedicated team that works at the heart of improving outcomes for children and young people. The LCT Attendance & Welfare Team pride ourselves on supporting our young people and their families to overcome barriers to education, strengthen wellbeing and ensure every child has the best possible chance to succeed. Through collaborative working, early intervention and a commitment to safeguarding, our team helps create brighter futures for some of the most vulnerable children across our Trust.

We all share a responsibility to safeguard and promote the welfare of young people. Supporting academies and schools on the frontlines, our Education Welfare specialists support our staff, our children and our families to ensure that pupil attendance arrangements are robust, supportive, inclusive and compliant. We are committed to supporting our children and families across the community and have a specialist team in place consisting of Education Welfare Officers (EWOs), Counsellors, a Family Support Worker and an Engagement & Reintegration Officer.

Teamwork is instrumental to our success. We work together across all our academies and a number of other local schools who have asked us to provide their service. We share good practice, ideas, successes and support each other through any challenges along the way. By sharing our strengths and helping each other develop, we are a strong and resilient team who communicate and work well together.

We are a close, friendly and supportive team and having the right person with the right values is as important to us as previous experience.



Thank you for your interest in the role of Education Welfare Officer at the Learning Community Trust. This role is new to our team and will help us to expand and continue our work to ensure that every child has the opportunity to thrive in our academies and in our partner schools.

We are seeking to appoint an enthusiastic and highly motivated Education Welfare Officer (EWO) to join the Learning Community Trust. Based as part of our LCT Central Team, you will work as one of the Trust Education Welfare Officers leading schools in improving school attendance and reducing persistent absence, identifying (and signposting to) appropriate support services for children, young people and their families, ensuring children within the borough are accessing their entitlement to educational provision.

The post will be working across the trust in a variety of schools, visiting them on an agreed basis to identify problems with individuals or groups of children that fall within the responsibilities of our Education Welfare staff, and visiting families in their homes to find out about, and support with removing, barriers preventing their children from accessing school regularly. You will be line managed and supported by our experienced Head of Attendance & Welfare, with peer support from our friendly and supportive Attendance & Welfare Team. The post will be instrumental in improving school attendance, reducing persistent absence, supporting families and ensuring children and young people can access their statutory entitlement to education.

You will be able to communicate effectively with young people, their families and internal and external colleagues, developing good relationships and partnerships with others. Relevant qualifications relating to Education Welfare or social work, and experience working within the school setting, that covers a majority of the job description is desirable, however training will be provided in development areas. **We are a close, friendly and supportive team and having the right person with the right values is as important to us as previous experience.**

We look forward to receiving your application. Please direct any queries to our Head of Department at Nikki.Morrison@LCT.education. We welcome informal conversations before you apply, so please reach out with anything you need to ask in advance.

Closing date for applications: Monday 24th August, 12 noon.

Education Welfare Officer

Job Description & Person Specification

Post Title: Education Welfare Officer

Grade: SO1, Actual starting salary Term-time plus 2 weeks £31,941

Responsible to: Head of Attendance & Welfare

Location: Learning Community Trust – Multi-site across Telford and Shropshire

Disclosure Level: Enhanced DBS

Working Pattern: Term time plus 2 weeks

Purpose of the Role

To work directly with schools, children, young people and families to improve attendance, reduce persistent and severe absence, remove barriers to education and ensure statutory attendance responsibilities are met. The Education Welfare Officers will provide advice, challenge and support to school leaders, undertake direct casework and contribute to Trust-wide attendance improvement strategies.

Key Duties and Responsibilities

- Lead attendance casework across allocated schools – primary, secondary or specialist.
- Analyse attendance data and identify pupils requiring intervention.
- Undertake home visits and direct work with children, young people and families.
- Develop attendance improvement plans with families and schools.
- Contribute to the use and development of Trust attendance dashboards and systems.
- Chair and contribute to attendance meetings and reviews.
- Advise school leaders on attendance, persist absence and statutory processes.
- Support schools to develop effective attendance systems and strategies.
- Work collaboratively with safeguarding, SEND, Early Help and external agencies.
- Prepare reports, correspondence and case documentation, including legal work such as files for Interview Under Caution and Prosecution.
- Support multi-agency work and signpost families to appropriate services.
- Maintain accurate records in line with GDPR and Trust policies.
- Contribute to safeguarding processes, reporting concerns appropriately.
- Carry out duties commensurate with the grade and nature of the post as directed.

Person Specification

Essential Criteria

- Experience of working directly with children, young people and families.
- Experience in attendance, welfare, safeguarding, inclusion or related field or strong transferable skills.
- Experience of analysing data and interpreting what it is telling us.
- Used to planning interventions and reporting on impact.
- Committed to supporting children and young people to achieve their full potential at school.
- Good understanding of safeguarding and school attendance expectations.

- Strong communication, relationship-building and negotiation skills.
- Ability to manage sensitive and challenging situations calmly and professionally.
- Able to write letters, emails and reports professionally, and with attention to detail.
- Good organisational skills and ability to work independently and prioritise workload.
- Commitment to safeguarding, equality, inclusion and child-centred practice.
- Willing and able to undertake home visits alone and travel between sites independently.
- Must be a driver with a full UK licence and have access to a car for work purposes.

Desirable Criteria

- Experience of working within a school, trust or local authority.
- Experience of working as an Education Welfare Officer.
- Knowledge of attendance legislation and legal intervention processes.
- Experience of using attendance or safeguarding management systems, particularly Bromcom and CPOMS.
- Understanding of local Early Help and multi-agency working.
- Experience of visiting families in their homes or other lone working situations.
- Experience delivering advice or training to school staff.

Role details

Department	Attendance & Welfare
Main place of work	Learning Community Trust – Multi-site across Telford and Shrewsbury
Reporting to	Head of Attendance & Welfare
Tenure	Permanent
Hours	37 hours per week
Working weeks	Term-time plus 2 weeks
Salary	SO1, Actual starting salary Term-time plus 2 weeks £31,941

Commitment to safeguarding

The Learning Community Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment are subject to an Enhanced DBS check and, where applicable, a prohibition from teaching check. This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013, 2020 and 2023). Guidance on disclosing convictions can be found on the [Ministry of Justice website](#). Under the Immigration Act 2016, candidates for customer-facing roles must meet the necessary standard of spoken English. It is an offence to apply if barred from engaging in regulated activity relevant to children. Employment is subject to medical fitness, satisfactory references, right to work in the UK, and an Enhanced DBS check. Online social media checks will be carried out on successful applicants.

We are committed to equality and diversity and follow the Safer Recruitment practices as set out in the Statutory Guidance - Keeping Children Safe in Education.

How to apply

Please complete our word document application form which can be downloaded from lct.education/jobs. Once completed, please email to the email address on the front of this role information pack by the deadline.

Please note that by submitting an application you agree for your personal data to be processed in line with the trust's privacy notices. Further information can be found at portal.lct.education/dataprotection.



Learning Community Trust
2.02-2.06 Grosvenor House
Central Park
Telford
TF2 9TW



For more information please visit lct.education