

Combined Role Profile & Job Description

Job Title: Children Missing Education Officer (all areas) **Grade Profile – Technical/Professional – (Grade 7)**

Applies to **all** technical/professional posts at Grade 7

Service:	Education Improvement	Team:	Access to Education
Location:	Agile/County Wide (office base – Chorley)		
Salary range:	SCP 19-25	Grade:	7
Purpose			
Practitioners who carry out routine technical activities and specialised support to a relevant professional area. Working under supervision and mentoring.			
Scope of Work			
Roles are generally reactive and work within established council systems and procedures to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly.			
Accountabilities/Responsibilities			
▪ Select appropriate procedures to independently carry out specified technical tasks of a low-risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes). ▪ Undertake specialised technical analytical support activities to assist professional colleagues in delivering more complex services. ▪ Provide timely collection, processing, and simple analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services. ▪ Provide information and practical, routine advice to customers by interpreting established procedures and applying best practice within technical field. ▪ Provide technical guidance and resolve non-standard issues for more junior non-technical staff to ensure customer and service issues are effectively resolved. ▪ Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.			
Skills, Knowledge and Experience			
▪ Detailed knowledge of the practical application of specialised processes and procedures relevant to the role, typically gained through extensive practical experience or advanced specialised training. ▪ Relevant vocational qualification or technical training. May be working towards a professional qualification or be of graduate entry level. ▪ Experience of working independently with relevant specialised systems, equipment and/or IT software. ▪ Analytical skills. ▪ Ability to clearly explain technical issues to non-technical users. ▪ Empathy and sensitivity to the needs of individual customers. ▪ Up to date knowledge of relevant policy, technical, regulatory or professional			

framework.

- In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Quality of own work against legal, safety and best practice standards
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing customer feedback

Operational Context Form:

Job Purpose

To undertake statutory duties regarding Children Missing Education on behalf of the Local Authority.

Manage a caseload of children referred to the CME team requiring investigation in line with local authority policies and procedures and national statutory guidance.

Accountabilities/Responsibilities

To undertake 'tracking out' investigations in respect of children who have left the authority with no educational provision in place.

To undertake 'tracking in' investigations in respect of children who have moved into the authority/moved within the authority/already resident in the authority with no educational provision in place.

To manage a caseload of children who are confirmed as CME with barriers to education engagement and ensure they are recorded, tracked, monitored and assisted back into educational provision.

Follow local policy, guidance and procedures for children in need, including those in need of protection and those looked after.

Carry out assessment and planning as required for those children and young people who are, or at risk of, missing education.

To foster good relationships with CME children and their parents to stimulate engagement with the education process and ensure that children, young people and their families are consulted and involved in decision-making.

To initiate legal interventions in respect of School Attendance Orders.

Use and maintain systems of notification, recording, tracking and monitoring a caseload of children/young people who are missing from, or at risk of going missing from, education and provide data for the team manager as requested.

Foster excellent working relationships with relevant agencies/persons in respect of CME enquiries/investigations.

Prepare for and participate in regular supervisions to ensure good case progression.

Provide advice, support and challenge to schools and colleagues in respect of removals from school roll.

Prepare for and participate in the multi-agency CME panels.

Undertake any other duties in relation to this area of work.

Other:

- Post holders will be required to work flexibly on a county wide basis.

▪ **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

▪ **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

▪ **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

▪ **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Our Values

We expect all our employees to demonstrate and promote our values:

▪ **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

▪ **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

▪ **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

▪ **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Lancashire County Council

Person specification form		
Job title: Children Missing Education Officer	Grade: 7	
Directorate: Education Improvement	Post number: F-543-0028	
Establishment or team: Access to Education		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
Educated to Level 3 standard, eg GCE, A Levels or equivalent qualification	E	AF
Qualification in relevant Children's Services (eg social work, youth work, IAG, education, teaching).	D	AF
ICT Skills qualifications such as GCSE, CLAIT, ECDL etc	D	AF
Experience		
Experience of working with children and their families in an education, support, or social work setting	E	AF/I
Experience of working with schools	E	AF/I
Experience of working with Microsoft Office software (Word, Excel and Outlook)	E	AF/I/T
Experience of working with multiple agencies	E	AF/I
Knowledge, skills and abilities		
Ability to provide clear professional advice to parents/carers, school staff and other professionals	E	AF/I
Excellent interpersonal skills with an ability to communicate with a range of service users and professionals	E	AF/I
Ability to engage hard-to-reach families	E	AF/I
Assessment/investigative/analytical/problem-solving skills	E	AF/I
Ability to work within a team and to develop and maintain effective working relationships with colleagues	E	AF/I
Ability to work autonomously	E	AF/I
Ability to manage and prioritise a busy caseload to deadlines	E	AF/I
Ability to maintain good casework records	E	AF/I
Good ICT skills	E	T
Knowledge of education law in relation to school registration	D	AF/I
Knowledge of statutory guidance in relation to CME	D	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Commitment to attendance at work	E	I
Prepared by: L Lenoir Date: 01/10/2026		
Note: We will always consider your references before confirming a job offer in writing.		