

Job Description

Job Title	Education Relationship Officer
Directorate	Children and Young People's Services
Service Area	Education
Grade	8
Competency Level	2
Salary	£44,711 – £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	A9941

Job Purpose

To manage and respond to complaints and enquiries from Ofsted, the Department for Education (DfE), parents, schools, and other stakeholders regarding educational provision within the Local Authority.

This includes ensuring statutory compliance, supporting schools in addressing concerns, and liaising with internal teams and external agencies to ensure timely and accurate resolution.

This post includes the planning, development, initiation, management and delivery of targeted and specific projects and initiatives to support partnership working to ensure all Education Settings within Liverpool are meeting the needs of all children.

Directly Responsible For:

Not applicable

Directly Responsible To:

Education Partnership Manager

Main Areas of Responsibility:

- Act as the key point of contact for complaints and concerns raised by Ofsted, the DfE, Councillors and Elected Members and other regulatory bodies
- Coordinate and lead investigations into complaints related to school performance, safeguarding, or statutory education responsibilities
- Draft and quality assure responses to Ofsted and DfE correspondence, ensuring accuracy, professionalism, and adherence to deadlines
- Provide guidance to schools and internal teams on complaint resolution procedures and regulatory expectations
- Monitor trends in complaints to identify systemic issues, risks, or areas for improvement within educational settings
- Work closely with Safeguarding, Education, SEND, and Legal teams to gather information and prepare formal responses
- Attend and contribute to multi-agency meetings, inspections, and panels as required
- Support schools with complaints escalation processes, including parental complaints or whistleblowing cases
- Maintain accurate records of all cases and ensure compliance with GDPR and FOI legislation

- Provide reports and briefings for senior leadership and elected members as required
- Support colleagues across Education and Inclusion in relation to complaints and safeguarding work
- Develop and maintain effective relationships and communications with internal and external stakeholders to share information, build working relationships and to ensure joined-up service provision
- Processing of requests made under the Freedom of Information Act (2000) and the Data Protection Act (2018) to the Office of the Chief Executive
- Represent the Council at external forums, conferences, and meetings to build professional networks
- Support and promote a culture of continual professional development of all staff at each level

Supervision and Management Responsibility:

- This role has no line management responsibility. However, post holder will be expected to support the training and development of other team members

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role may require occasional travel to schools and other educational settings to investigate and resolve complaints. The position may involve commuting to, walking, and standing during site visits

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.



[The competency framework can be found here.](#)

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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A professional and/or academic level 5 qualification or equivalent in a relevant subject plus significant experience in a similar role (A)
- English and Maths GCSE or equivalent qualification (A)

Desirable

- Qualified Teacher Status
- Level 3 Safeguarding Children qualification

Experience

Essential

- Up to date and thorough knowledge and understanding of the legislation, work practices, systems, processes, and procedures relevant to the role, and a good understanding of the Council policies and services related to the role (A/I)
- Detailed understanding of the professional, regulatory, statutory, and corporate frameworks/standards relevant to the role, with specific reference to the children's and/or adults statutory complaints procedures (A/I)
- Experience in complaints handling, compliance, or casework within a public sector or education setting (A/I)



Desirable

- Experience of processing requests made under the Freedom of Information Act (2000), the Data Protection Act (2018), and Subject Access Requests (SARs), ensuring compliance with legal and regulatory requirements
- Legal or policy background in education legislation
- Experience working within a Local Authority Education or Children's Services team

Skills/Abilities

Essential

- Strong understanding of education legislation, Ofsted frameworks, and DfE statutory guidance (A/I)
- Excellent written and verbal communication skills, including the ability to draft formal responses to government bodies (A/I)
- Ability to manage sensitive information with discretion and professionalism (A/I)
- Strong organisational and case management skills, including managing competing deadlines (A/I)
- Foster strong connections across departments and with external partners, leveraging relationship-building skills to positively influence behaviours (A/I)

Desirable

- Sound analytical and problem-solving capability
- Able to formally train and mentor other professional staff
- Strong project and change management skills

Commitment

Essential

- Ability to gain commitment from key internal and external stakeholders in relation to complaints and other customer feedback (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level