

Job Profile

EHE Officer

Grade: 7 Date updated: April 2026

About the Job

To develop effective and efficient mechanisms to provide impartial information, advice and guidance for parents in relation to school admissions and access, children missing education (not on roll) and children educated at home. To undertake the LA statutory and safeguarding roles as EHE and CME Officer.

This is what we need you to do...

- Work in partnership with a range of internal and external contacts to ensure families have access to information, advice and school places, responding effectively to individual cases, including carrying out home visits to promote the best outcomes for children and young people.
- Make enquiries and work with parents to review the suitability of education provided for children educated at home and follow processes accordingly.
- Work closely with colleagues across Children's Services and other partners to ensure that children not in education or home educated are identified and followed up.
- Promote the welfare of children and young people and always ensure priority is given to safeguarding and that GCC safeguarding policies and procedures are followed, attending child in need and child protection conferences where needed. This could include submitting MARFs and School Attendance orders with support from Leads where required.

- Ensuring clear and up to date policies, guidance and practice are available for parents and professionals on home education and CME
- Work closely with families, schools/colleges and other professionals to address issues preventing children and young people from accessing full and appropriate education in a school setting, improving education outcomes.
- Support transitions for children to ensure these are successfully managed and reflect individual needs
- In conjunction with the In Year Admissions team, support families to apply for school places and attend appeal hearings where needed.
- Using computerised systems, ensure that caseloads are kept up to date and that all key information about a child is recorded at the time of notification.
- Attendance at professional panels where needed.

Special Conditions

- Will be required to visit parents in their own homes and occasional visits to meetings 'off-site' and work outside normal office hours
- Must have the ability to travel around the county. There may be occasions when there it is necessary to transport families
- This position is subject to an enhanced DBS check, and you will be asked to apply for a disclosure certificate if you are offered the position.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.



Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review, and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working in a family information and advice work environment
- Experience of working with parents/carers and families
- Experience of multi-agency working
- Experience of providing guidance, advice and challenge to other professionals
- Experience of managing administrative processes

Knowledge, Skills and Understanding

- Excellent interpersonal and communication skills
- Knowledge of the education landscape
- Awareness and experience of safeguarding, education neglect and child protection
- Highly organised with the ability to meet deadlines
- Ability to write clear and concise reports and maintain accurate records and using ICT.
- Knowledge of community resources
- Knowledge of special and additional educational needs

Behavioural attributes

- Aligns with and demonstrates Gloucestershire Employee Values and behaviours which are available on our website.

- Able to use initiative and be proactive.
- Personally credible with parents, schools, and partners
- Excellent interpersonal skills, able to work independently and as part of a team.
- Positive attitude to problem solving; innovative and flexible approach to challenges.
- Able to empower others, ability to provide expert advice and guidance to increase skills and confidence in others.
- Demonstrates and models a relational and restorative approach and considers all aspects in a trauma-informed way.
- Committed to achieving the best outcomes for children and young people taking responsibility, being professionally curious, and holding self and others to account.

Education & Qualifications

Essential

- Educated to A-Level or equivalent experience
- Evidence of continuous professional development and willingness to continue this
- Car owner/driver, with access to a vehicle within working hours, and hold a current full driving licence valid for driving in the UK

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