

Education and SEND

CME (Child Missing in Education) Officer Job Description and Person Specification

Sept 2026

Job Description

Job Title:	CME Officer (Child Missing in Education)
Department:	Education & SEND
Function:	Sufficiency, Access and Inclusion
Team:	CME/ Education Welfare Service
Post number:	TBC
Grade:	LBR 9 SCP 28-30
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52 weeks
Base location:	Lynton House 4 th Floor (Rear), 255-259 High Road, Ilford IG1 1NY
Reports to: <i>Job title</i>	Head of Service
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasions
Role purpose and role dimensions: <i>Overview of the job</i>	To provide the local Authorities statutory duties in relation to Children Missing Education (CME), working closely with professionals across Children's services. To lead in the tracking and locating of children believed to be missing education and to undertake home visits in relation to CME and to complete background reports. To be the key contact for schools in the submission and monitoring of new starters and leavers
Key external contacts: <i>Organisations</i>	Build strong links with other CME officers in local and national boroughs/counties, Councillors, residents, all relevant external agencies including central government departments Connect with schools
Key internal contacts: <i>Job titles or groups of staff</i>	Work closely with Childrens Social care, Housing, Council Tax, Police, Admissions, EHE, Operational Directors, Heads of Departments, Members, All relevant Directorates, teams, and units
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	N/A
Key areas for decision making:	Case escalation to CME lead, CME Panel, refer to Border Force agency for additional checks

Other considerations: <i>E.g. working patterns</i>	• To attend and participate positively in team and other meetings as required • to support an integrated response to clients' needs and deliver an efficient, effective service • To participate positively in the Performance Management and Personal Development scheme • To participate fully in the council's employee communications system. • To always be smart and presentable in compliance with the council dress code. • To always maintain a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of Redbridge Council • To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time. • This is a hybrid role
Key accountabilities and result areas:	Key elements:

This will involve:

1. To share responsibility for ensuring the LA complies with all statutory responsibilities in relation to CME, by working with other professionals and LAs to identify and track such children until they are placed in a school or in receipt of education otherwise.
2. To undertake home visits, discuss education options with parents/carers and to record all such interactions in line with agreed systems as set out for the team service area.
3. To liaise with officers in other services and departments, such as Housing, Early Help, and Social Services, with particular reference to the teams' statutory functions in relation to its safeguarding duties.
4. To liaise with counterparts in other LAs and relevant external government agencies, such as the Home Office and Benefits Agency in work related to CME.
5. To prepare and collate often complex and confidential documents, including referrals for Fair Access, child protection referrals and court witness reports.
6. To be the key contact for the monitoring, coordination, and appropriate follow up of Starters and Leavers returns from schools.
7. To liaise with the CME lead officer in the delegation and coordination of home visits for CME children. Supporting other officers within the team in the organisation of follow up reports and related work.
8. To utilize the Synergy database, input CME children's data and contribute to the production of a variety of statistical reports.
To add CME cases to the Schools To Schools (S2S) database.
9. To provide telephone and in person advice across the range of the team's responsibilities. Contact may be from other professionals, children, parents, head teachers, schools' staff, advocates, other government bodies, elected officials of the Council and any other members of the public. All calls to be handled appropriately and according to the nature of the enquiry.
10. To utilise appropriate information technology to facilitate the work of the team in creating and maintaining efficient data analysis systems and producing quality documents and presentations.
11. To participate as appropriate in providing proactive support and coordination of services for ongoing projects as well as on an ad hoc basis, across the range of the Education Welfare Service.
12. To ensure optimum communication levels within the team and with other services by developing and implementing systems to enhance the access to and flow of information.
13. To maintain an organised, current and accurate recording system for CME children and to ensure efficient tracking and availability of information.
14. To attend as required National information events and conferences in relation to CME and to share and disseminate good practice, as required.
15. To operate within strict confidentiality guidelines. internally and externally, always keeping in mind data protection requirements and the service area Privacy Notice.

General accountabilities and responsibilities	
Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within your grading level and competence.

Person Specification

Job Title:	CME (Child Missing in Education) Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Essential: • Proven levels of literacy and numeracy, evidenced by a minimum of 'A' level study or equivalent	A/I	3
	Desirable: • Experience of working within a CME or equivalent role	A/I	2

Minimum experience/ knowledge/ skills:	Ability to interpret relevant legislation and guidance and apply it appropriately to the duties of the post.	A/I	3
	Ability to use initiative to ensure good outcomes for families and children, within the remit of the job	A/I	3
	Evidence of ability to draft internal and external correspondence independently and with correct use of grammar and punctuation, including court reports.	A/I	3
	Ability to communicate effectively with people at all levels including other professionals, parents and children and maintain a positive attitude in difficult situations.	A/I	3
	Ability to carry out effective, comprehensive assessments to contribute to decision making.	A/I	3
	Demonstrated ability to understand and respect the strict confidentiality requirements and standards in relation to work matters, especially with issues concerning the Freedom of Information and the Data Protection Acts.	A/I	3
	To have excellent ICT skills and evidence of ability to utilize Microsoft Word, Excel, PowerPoint, Power Bi and Outlook.	A/I	3
	Ability to work with databases and statistics and produce customized reports.	A/I	2
	Proven ability to organize and priorities a varying workload to meet deadlines, while working under pressure.	A/I	3
Minimum behaviours: Customer service	A proactive attitude towards working in a team and providing a high-quality service, with flexibility across the range of teams responsibilities.	A/I	3
	Ability to be flexible and respond to customer needs	A/I	3
	Ability to communicate effectively with people at all levels including professionals, parents and children and maintain a positive attitude in difficult situations.	A/I	3
	Ability to promote and give a positive image of the team, the service area and the council.	A/I	3
Communicating and influencing others	Able to engage constructively with and deal with a wide range of people in person and by telephone including members, senior officer, members of the public and people from other organisations.	A/I	3
Working together			

Analysis and judgement	Ability to carry out effective, comprehensive assessments to contribute to decision making.	A/I	3
Driving improvement	Work alongside Head of Service to design and deliver improvements	AI	3
Adaptability	Expectation to be flexible to ensure service is delivered	AI	3
Leadership and managing people <i>(for those with line management responsibility)</i>	n/a		
Strategic perspective <i>(for senior management posts)</i>	n/a		
Special conditions:	Valid driving licence and use of vehicle for work would be an advantage as the post holder will be required to travel to various locations within the borough on a regular basis. Enhanced DBS.	AI	2