



Contact Officer

HEN Description of Responsibilities

Consecutive terms limited to 5 years

revised October 2024

General Responsibilities for all NCB members

Each NCB member

- shall function within the remit of the HEN Constitution.
- shall treat each other with respect and adhere to the Code of Conduct for NCB Officers as set out per NCB policy.
- has a responsibility, in addition to the specific duties for each role, to participate in matters related to the daily operation of HEN, including discussions and decision making for policies and issues that arise.
- should endeavour to attend a minimum of two NCB meetings in the year in which they serve, from one AGM to the next.
- needs to be able to carry out additional business of the NCB outside of the NCB meetings via electronic means, including by email, Facebook groups and phone.
- Will be aware that any email address they use will come under the remit of the Data Protection legislation. It is therefore advisable that they use a generic HEN email address and not their personal email address for electronic correspondence.

Specific Responsibilities for the Contact Officer:

- Is the main contact for people seeking to contact HEN; is the primary contact on the HEN webpage.
- Provides holistic information to families considering home education.
- Works closely with Membership Officer and Secretary to provide information to home educators seeking to join HEN.
- Receives information offered by third parties and after discussion with NCB, passes information to Social Media Officer for sharing with wider HEN community.
- Receives and shares information with NCB and PRO regarding specific requests from media representatives for articles etc, researchers, or other institutions.
- Consults with others or redirects enquiries as needed to provide information or answers to queries.
- Keeps an updated list of the Regional/Local Contacts; informs other NCB Officers of changes, as needed, to keep all lists current.
- Reviews list of Regional/Local Contacts yearly and decides how many would be appropriate; seeks new Regional/Local Contacts as needed.
- Redirects relevant enquiries to the appropriate Regional/Local Contacts.
- Offers support to Regional/Local Contacts in fielding calls and enquiries.
- Reports any trends or issues of relevance that arise from contacts.
- Keeps and periodically reviews updated list of member benefits.
- Responds to requests on the HEN public Facebook page (if member of that social media platform)