Job Title: Attendance Officer

Salary: Hay Scale 9

Hours: 37 hours per week – term time 5 INSET days

Responsible to: Assistant Head with responsibility for the Pastoral Team

Purpose: Responsibility for administering, recording, analysing and reporting student attend

**Main duties and responsibilities:**

* Responsibility for the administration of student attendance within Go4Schools
* Responsibility for compiling reports on student attendance
* Work closely with tutors, Head of Learning, Senior Leadership Team (SLT) and outside agencies to analyse data and compile and present reports on student attendance to promote and celebrate good attendance and raising of standards
* Responsibility for obtaining explanations for unexplained student absences in conjunction with tutors, Heads of Learning and parents/carers
* Responsibility for producing fire registers from the automated sign in system
* To contact parents/carers of vulnerable students on the first day contact list on a daily basis to advise them of the student’s absence
* To contact parents/carers of students absent from school using ConnectEd
* Responsibility for maintaining ConnectEd or equivalent system to ensure accurate contact details are retained
* To complete the DfE annual attendance returns, providing accurate information for the school census and school audit
* To provide support for staff with operational issues in the use of Go4Schools
* Communicate effectively with staff, other professionals and members of the public face to face, b email and on the telephone and in doing so promote a positive image of the service
* Persistently challenge low student attendance with school and individual classes
* Manage the daily registration process
* Support parents to encourage positive attitudes to school, sharing information and providing the link between home and school
* To regularly meet with Heads of Learning regarding attendance
* To visit parents and students in their homes to encourage improved attendance
* To collect students from home in the school minibus when required
* To co-ordinate and organise specific intervention and support around who are or could be in contact with students
* Visit homes of students where appropriate and follow school guidelines
* Ensure that student information is logged and/or filed efficiently

**Supervision and Management**

There will be no supervisory responsibility within the pastoral team apart from supporting new colleagues with work familiarisation

**Creativity and Innovation**

The post holder predominately manages the day to day administration of attendance procedures within the Pastoral Team and is responsible for designing, implementing and reviewing a number of systems for the effective, accurate recording and clearing of unexplained absences.

The post holder has responsibility for extracting relevant data relating to all aspects of student attendance including individual, group and reasons for absence from Go4Schools and producing the appropriate format, attendance data for SLT, Heads of Learning and tutors. Some of these tasks can be varied and complex.

The post holder offers guidance, support and instruction in Go4Schools for other colleagues

The post holder is required to send letters home to parents/carers relating to the student’s attendance. The letters will vary according to the circumstances, some being template format, others being written by the post holder.

The post holder must monitor the attendance of ‘first day contact’ students and will contact parents/carers regarding non-attendance as necessary. Tact and diplomacy is essential when making these calls.

The post holder is responsible for sending text messages using ConnectEd informing parents/ carers of students absent from school and any other general matters, eg school closure, as notified by the Headteacher.

The post holder is responsible for raising penalty notices for students when there is concern about their attendance.

The post holder is responsible for ensuring that attendance data is accurately maintained.

The post holder maintains the process for monitoring persistent absence and provides clear information relating to the number of students, reasons and interventions in place to appropriate senior colleagues, Heads of Learning, and the education pastoral team.

**Links with other officers, services users or members of the public**

The post holder acts as the first point of contact between parent/carer, school and the student who has been truanting, to ascertain any reason behind the absence. In addition, it is their responsibility for ensuring that the information obtained as a result of these enquiries is passed on to the relevant members of staff and the education pastoral officer.

The post holder is required to attend half termly meetings and contribute to these meetings, providing relevant information and making any appropriate recommendations.

The post holder will meet with the Assistant Headteacher and Heads of Learning on a weekly basis to monitor persistent absence and individual concerns.

The post holder will share confidential information with tutors, teachers SLT (including the Child Protection Officer) and other outside agencies, making decisions on whom to inform of the information given.

When contacting parents/carers and outside agencies in the matter of attendance it is essential that the need to be diplomatic, tactful and sensitive is respected and put into practice at all times.

The post holder has shared responsibility with member of student pastoral team for contacting parents/carers with regard to student illness/injury; patience, tact and sensitivity are required when making these calls.

**Levels of Responsibility**

The post holder is required to work on their own initiative with little supervision, managing their own workload.

The post holder has responsibility for attendance within Go4Schools in the school.

The post holder liaise4 daily with colleagues and outside agencies to analyse absence data and to develop practice that promotes and improve good attendance.

Responsibility for checking the completion of and printing registers to be used in the event of fire evacuation.

Working within the students pastoral team, confidential and sensitive information is regularly received from parents/carers and students. The information needs to be disseminated to appropriate staff within the staff.

The post holder will make decisions such as:

* Accurate and efficient recording and monitoring of student attendance
* Persistently challenging low student attendance
* Providing senior staff with statistical attendance data
* Ensure that all communications between school and other parties are efficient, courteous and helpful and promote a positive impression of the school
* To promote good student attendance within the school
* Manage daily registration processes, chasing staff for missing registers as necessary
* Daily update systems with reasons for absence, contact home for unknown absences, messaging regarding lateness to school
* Monitoring student attendance to include such duties as interpretation and compilation of absence data, identifying improved attendance, awareness of absence patters
* Promoting importance and benefits of good attendance to students.

**Effects of Decisions**

The rea for which the post holder holds responsibility has a fundamental impact on the school and students. The post holder will work with a member of SLT, Heads of Learning and form tutors to develop strategies and individual interventions to improve student attendance.

The information held on the attendance system should be accurate to ensure that for external reporting and assessment of attendance, including Ofsted, accurately represents student attendance at the school.

**Resources**

The post holder will be responsible for the proper use and safekeeping of laptops or PCs, other office equipment and highly confidential student safeguarding notes.

The post holder will need to ensure the data protection procedures are followed when dealing with such files.

**Work Demands**

The duties of the post are subject to constant interruption from a variety of sources creating the need for a frequent re-prioritising of tasks and changes to the scheduled programme of work. Therefore there is a need to remain 100% focussed and organised at all times.

Deadlines:

* Send texts: make first day contact calls each morning. It is a priority to contact parents/carers of students who are missing from school as soon as possible each day.
* Contact the parents/carers, relevant members of staff and the Heads of Learning Team of students who are missing or have left the site
* Carry out the necessary procedures for the effective and accurate clearing of unexplained student absences
* Generate penalty notices for students with unauthorised holidays and unauthorised absences
* Ensure attendance data is accurate for the completion of the school census, DfE annual attendance returns and provide information on attendance for the school audit
* Produce official registers
* Analyse persistent absence figures on a weekly basis
* Urgent adhoc requests
* Daily input of attendance and chasing of absentees
* Paperwork and data management regarding confidential student information and correspondence

**Physical Demands**

The role will require normal physical effort to carry out tasks associate with office duties

**Working Conditions**

The area in which the post is located is indoors and can be an extremely busy and demanding environment.

There will often be face to face contact with the client group who can be abusive and aggressive as well as inevitable audible impacts upon daily routine.

The post holder will be required to visit students in their homes, which is unpredictable.

**Work Context**

Involvement in emotional situations including child protection issues, death/illness of close family and confidential information being given. Due to the confidential nature of the information, it cannot be discussed with anybody other than staff who are directly involved.

**Knowledge and Skills**

* Knowledge and experience of dealing with a variety of issues relating to young people
* Communication skills, both verbal and written
* Ability to analyse and interpret large volumes of data
* Organisational skills and the ability to prioritise workload
* Understanding of child protection legislation
* Ability to exercise high levels of tact and diplomacy
* Full understanding of the data protection act
* The post holder will need experience of working with challenging students and have the ability to build relationships with students, parents and carers
* Knowledge and understanding of the SIMS database and Go4Schools (training to be given in the first instance)
* Keep Kids Safe – texting or equivalent system
* ICT skills, particularly in the use of Excel and Word
* Ability to deal tactfully with students, staff and parent/carers

**Person Specification**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| Experience | * Working in a clerical/admin role including contact with a range of customers/ clients * The post holder should have a good sound knowledge and experience of admin processes | * Working with young people, parents and families preferably within an educational context * Working with professionals from other agencies and in a multi-agency context | * Application form and interview |
| Communication | * They require a good level of communication skills both written and verbal |  |  |
| Education/  Qualification | * A good standard of general education, in particular the ability to write to a good standard of literacy |  | * Application form and interview |
| Knowledge | * Understanding of the issues affecting truancy and non-school attendance * Understanding of issues that may affect a student’s ability to attend school | * Knowledge of attendance regulations | * Application form and interview |
| Practical Skills | * Ability to relate well and to deal sensitively with children and adults, including staff and outside agencies * Ability to communicate effectively both orally and in writing with students and adults, including outside agencies * A requirement to understand the importance of confidentiality * Ability to prioritise own workload * Ability to persuade and negotiate well as good interpersonal/communication skills |  | * Application form and interview |
| Personal Qualities | * Ability to work as part of a team and to deal with sensitive and confidential matters * Demonstrate an ability to cope with stressful/conflict situations |  | * At interview and from references |
| Strategic Thinking | * Ability to consider course of action when disseminating information to others |  | * At interview and practical task |
| Technology /ICT Skills | * Ability to use ICT systems effectively to produce reports, record information and monitor outcomes | * ECDL or other relevant qualification * Previous experience of using SIMS and Go4Schools | * Demonstrate knowledge at interview |
| Equal  Opportunities | * Hertswood staff have an obligation to implement anti discriminatory and equal opportunities when carrying gout their duties in line with the staff handbook |  | * Demonstrate knowledge at interview |