**Family Attendance Officer Job Description and Person Specification**

**As a school it is our vocation, moral obligation and delight to provide the best possible education for each student.**

**All staff will:**

* play a full part in the life of the school community, support its vision, ethos and policies and encourage staff and students to follow this example.
* fulfil responsibilities with regards to safeguarding (including reporting concerns to the designated child protection officer)
* model Hartsdown values to parents and students
* be positive, dynamic and challenging in all aspects of work
* foster the school’s inclusive ethos nurturing everyone regardless of race, gender, sexual orientation, religion or ability
* share direct accountability for the establishment of Hartsdown as an outstanding school
* take responsibility for their own learning and development
* develop the skills and talents of other members of the community
* ensure their own well-being and that of others by establishing an appropriate balance between life and work
* play an active part in the life of the school and its community
* develop social cohesion and positive links with the whole of our local community
* adhere to the school community’s standards, policies, systems and procedures in relation to students, health and safety, personnel and financial management.
* agree annual performance targets, with a view to own continuous improvement
* undertake any other duties that may reasonably be required by the Headteacher.

**General Description**

To undertake all administrative tasks associated with the recording, management and monitoring of attendance; working with individual students and their families to improve attendance.

To engage with parents/carers and families to provide early intervention, support and guidance to increase engagement with the school and improve learning outcomes for students.

**Specific Responsibilities**

1. Establish and foster good relationships with parents/carers of children at the school and encourage good home/school communication, including the sending of e-mail and text messages
2. To ensure the electronic registration system is updated daily investigating any missing data with class teachers
3. To record student absences and late arrivals on SIMS, maintaining accurate attendance records
4. Log truancy on BehaviourWatch for students missing from lessons which automatically sends a safeguarding message to parents, then dealing with any parent queries following this
5. To act as the initial point of contact for parents regarding attendance issues - providing routine advice as required and explaining attendance expectations to parents in accordance with school policies, ensuring parents and carers understand that regular school attendance, educational attainment and safeguarding are inextricably linked
6. To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / e-mailing/ texting / home visits and meetings
7. To work with individual students and their families regarding strategies to improve attendance / punctuality – ensuring records are kept and feedback provided to the Headteacher and other staff as appropriate
8. To monitor the attendance of students referring concerns to the Assistant Headteacher – Safeguarding and Attendance
9. To support the Assistant Headteacher at formal meetings with parents to discuss attendance concerns – taking follow up actions as agreed
10. To process student holiday requests, for action by the Headteacher
11. To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure
12. To assist the Assistant Headteacher with the administration of referrals to the Attendance Service / issuing of penalty notices
13. To undertake routine liaison with external agencies regarding attendance – eg Attendance Service
14. To collate attendance data producing routine reports and prepare statistical returns regarding attendance and attendance rewards.
15. To signpost families to sources of advice and guidance within the local community and via other agencies
16. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level. The duties contained in this JD will change over time and the job-holder will be expected to cooperate where such changes are reasonable.

January 2017

**Person Specification**

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for the successful candidate.

# Qualifications

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| **Essential** | **Desirable** |
| 1. NVQ Level 2/3
 | 1. Commitment to continuing professional development activities
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# Professional Attributes

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| **Essential**  | **Desirable** |
| 1. Ability to work in an organised and methodical manner and maintain accurate records
2. Ability to convey information clearly and accurately orally and in writing to a range of people
3. Ability to take personal responsibility for organising day to day workload
4. Ability to work effectively and supportively as a member of the school team
5. Able to use own initiative to solve problems and respond proactively to unexpected situations.
6. Able to deal calmly, tactfully and effectively with a range of people
7. Ability to show sensitivity and objectivity in dealing with confidential issues
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# Professional Knowledge and Understanding

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| **Essential**  | **Desirable** |
| 1. Demonstrate a basic understanding of the work of a school
2. Demonstrate a good understanding of the application of school’s attendance policies
3. Knowledge of a range of computer applications – including Word / Excel / Powerpoint / Sims
4. Demonstrate an understanding of confidentiality and child protection issues in a school setting
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# Professional Skills

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| **Essential**  | **Desirable** |
| 1. Proven administration experience
2. Previous experience of working with young people and their families
 | a) Experience of using Attendance Modules in SIMS |