**Student Services Officer / Attendance Officer (Secondary)**

**Ark Academy**

**Opportunity to join an ‘Outstanding’ all-through academy specialising in mathematics and citizenship.**

We are an all-through school based in state-of-the-art accommodation in Brent, set against the backdrop of the iconic Wembley Stadium. The school opened to reception pupils in September 2008 and then to year 7 in September 2010 when the brand new, all-through, academy was founded and the new buildings were completed. We are now full through to Year 13.

In its first Ofsted inspection the school was rated as ‘Outstanding’:

*“Pupils make outstanding progress in their studies. They greatly enjoy coming to school and attendance is high. Pupils behave well and they respond enthusiastically to the growing team of dedicated staff.”* (November 2010)

We are now looking to recruit a **Student Services & Attendance Officer** to provide a comprehensive student support service and ensure the smooth running of the student reception. The successful candidate will be required to communicate effectively with parents/carers developing home/school liaison and other outside agencies. As attendance officer you will be required to maintain weekly/termly attendance data and follow up with parents/carers.

The ideal candidate will:

* Have experience of working with CMIS, or similar database
* Experience of working in a similar role in a school environment
* Excellent IT skills
* Have a genuine passion and belief in the potential of every pupil
* Be adaptable, organized and able to build strong relationships.

For further information, please go to [www.arkacademy.org](http://www.arkacademy.org). If you would like any further information or wish to discuss this role, please contact the recruitment team at [recruitment@arkonline.org](mailto:recruitment@arkonline.org) and 0203 116 6345.

To apply, please go to <https://goo.gl/RzwgsL> . Please submit your application by **11am, Wednesday 27th September 2017.**

Applications will be reviewed on a rolling basis; candidates may be contacted prior to the closing date.

**Deadline: 11am, Wednesday 27th September 2017**

**Salary:** Ark support staff band 6, £22,443 - £27,136 per annum, pro rata (£20,697 - £25,025 actual salary per annum, pro rata), dependent on experience.

**Contract:** Permanent

**Hours:** Full Time or Term-time only (42 weeks per annum), 36 hours per week to be agreed at interview.

**Location:** Wembley Park, London (two-minute walk from Metropolitan and Jubilee line tube lines)

**Start date:** ASAP

*Ark Academy is committed to safeguarding children; successful candidates will be subject to an enhanced Disclosure & Barring Service check. Ark is always happy to receive speculative applications from excellent teachers and support staff.*

**Job Description: Attendance Officer/Student Services Officer**

**Reports to**: Vice Principal

**Start date**: ASAP

**Salary**: Scale 6 (Range £22,443 - £27,136 dependent on experience)

Pro-rata range (£20,697 - £25,025)

**Hours:** Full Time or Term time (42 weeks),36hrs per week. To be agreed at   
 interview.

**The role**

To provide a comprehensive student support service and ensure the smooth running of the student reception. Communicate effectively with parents/carers on a range of issues, developing home/school liaison. As attendance officer collate weekly/termly attendance data and follow up with parents/carers.

**Key responsibilities**

**Student Services**

* To ensure student reception is manned at all times, phone parents for children, deal with all student queries, maintain student sign out book, print off student reports for teachers as required, take items to pupils when needed i.e. planners, homework, etc., deliver messages to pupils and be responsible for lost property.
* To ensure all telephone and email queries are dealt with efficiently, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
* To co-ordinate and plan the practical arrangements for internal and external meetings, ensuring set requirements, timescales and cost constraints are met for parent interviews with Vice Principal
* To provide a full range of admin and secretarial support including typing, copying, recording, filing and classification of materials.
* To attend any external/internal meetings as and when required
* To be responsible for uniform orders for new year intake, including seeing parents as and when required to assist with measuring issues through to fitting out new pupils over the summer holiday.
* To maintain a tidy student reception environment

**Active promotion/improvement of attendance amongst pupils, staff and parents**

* Collate, monitor, evaluate and update attendance data – including analysis of trends.
* Encourage good practice in the completion of registers and actively follow up on uncompleted lesson registers and fire drill registers.
* Maintain good working relations with parents, colleagues and external agencies.
* Provide support for attendance training for staff as required by line manager.
* Provide support in ensuring registers are taken accurately by staff.
* Communicate attendance expectations to parents, including by letter, by phone, test message and face to face.
* Maintain good relationships with pupils and work face to face with them to improve attendance.

**Management and administration of attendance information and data**

* Provide a full range of admin and secretarial support including typing, copying, recording, filing and classification of materials.
* Receive and log reasons for absence including chasing unauthorised absences.
* Maintain attendance data and ensure it is accurate at all times.
* Handle telephone calls with sensitivity and confidence, using initiative as required.
* Ensure the recording of attendance data and reasons for absence.
* Follow up on unauthorised absences and refer pupils where necessary to the EWO

**Reporting and communications**

* Follow up missing registers and feedback concerns to line manager.
* Work on CMIS, running appropriate reports.
* Contribute to the preparation of information, reports and analysis for presentation to SLT, governors and external agencies.
* Liaise closely with relevant senior leaders responsible for attendance.

**Child protection**

* To have due regard for safeguarding and promoting the welfare of children and young people
* To follow the child protection procedures adopted by the Safeguarding Children’s Board and the academy’s Safeguarding Policy.

**Other**

* Adhere to Ark Academy, ARK Schools and DfE guidance on attendance.
* To undertake training and development relevant to the post and in line with the Academy’s developing profile.
* Undertake any other tasks as directed by the Principal.

*This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. These responsibilities will be discussed annually as part of the postholder’s annual performance review and are subject to change. However, it may be altered at any time subject to need in consultation with the postholder subject to the Principal’s approval.*

**Person Specification:**

**Student Services & Attendance Officer**

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| **Qualification criteria**   * Qualified to a high level – further education or equivalent * Right to work in the UK * Up to date First Aid Certificate |
| **Essential experience**   * Experience of administrative or secretarial duties * Experience of using and maintaining databases or management information systems * Experience of working with young people and their families in a professional setting |
| **Skills and attributes**  We are looking for these skills and attributes or at the very least, a candidate’s clear, demonstrable capacity to develop them:  **Alignment with Ark vision**   * Relentless drive to do whatever it takes to ensure all pupils succeed. * Embody our core values, Excellence; Citizenship; Participation; Persistence – in all aspects of work and conduct. * The belief that with the right environment all of our pupils are able to excel at university, or in a meaningful alternative. * The courage and conviction to make a difference. * Committed to the safeguarding and welfare of all pupils.   **Communication skills**   * Excellent written and verbal communication skills. * The ability to listen and communicate effectively. * Empathy and the ability to understand the needs, aspirations and motivation of diverse individuals and groups. * The ability to influence and motivate others.   **Working with others**   * Develop and communicate a shared vision. * Model desired behaviour and values. * Empower, support and coach others. * Hold others to account for high standards of performance. * Understand and resolve conflict.   **Problem solving**   * Able to work under pressure, assess priorities and meet deadlines. * Identify, analyse and resolve problems and issues. * Develop plans with concrete outcomes and effective solutions. * Evaluate results and identify necessary actions. * Make fact-based decisions.   **Resilience**   * Sustain energy, optimism and motivation in the face of pressure and setbacks. * Stay calm in difficult situations and maintain clarity of vision. * Be adaptable in the face of adversity.   **Results and learning orientation**   * Awareness of own strengths and limits. * Commitment to ongoing improvement and learning. * A passion for teaching and strong subject knowledge. * Focus on achieving challenging goals and results. * Resourcefulness and flexibility in delivering outcomes.   **Other**  This post is subject to an enhanced DBS disclosure. |

*Ark is committed to safeguarding and promoting the welfare of children and young people in our academies.  In order to meet this responsibility, we follow a rigorous selection process. This process is outlined* [*here*](http://arkonline.org/sites/default/files/Ark_safe_recruitment.pdf)*, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*