

Job Description: Attendance Officer / Receptionist

- **Reporting to:**
- **Salary:** Ark Support Staff Pay Scale (Inner London), Band 5, Points 15 -22.
- **Hours:** 40 hours per week (term time), plus 79.4 reserved hours to be worked as specified by LM and/or Principal.

The Role

- To provide a high quality, comprehensive and seamless administrative support service in order to ensure the smooth running of the Academy.
- To be a key member of the Administration Team, acting as Academy Receptionist and leading across attendance and pupil welfare focused administrative areas.

Key Responsibilities

Reception

- Act as Academy receptionist, answering any incoming calls and dealing with them accordingly in order to provide a high level telephone support service to the school.
- Ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, and ensure that relevant information is passed on in a timely manner
- Manage the school's main voicemail, ensuring that callers receive up to date information and that messages can be dealt with by an appropriate member of staff in a timely manner
- Ensure the reception area is clean, free from clutter and well presented as first impression of the academy.
- Ensure that key information/literature is available at the main reception, i.e. up-to-date telephone list, vehicle driver registration list, academy prospectus, newsletters.
- Ensure that the reception diary is updated regularly, i.e. with visitor details.
- Ensure that receipts of deliveries are communicated to the relevant individuals in a timely manner.
- Sort and distribute all incoming mail and prepare and post outgoing mail daily.
- Create, maintain and update staff pigeonholes and staff signing in sheets.

General Academy Administration

- Ensure that databases and administrative systems are up to date and that relevant information is disseminated to appropriate members of staff.
- Take ownership for various projects to meet the needs of the Academy as required e.g. admissions/pupil data, and agendas/minutes.
- Produce documents (including presentations, correspondence, reports and spreadsheets), working from the 'bare bones' to produce a finished document in line with school standards, making certain that confidentiality is maintained when required.
- Ensure that telephone and email queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the core team and others.
- Assist with academy mail shots as and when required.
- Provide general administrative support across the Academy.

Detention Administration

- Manage the administration of the Academy's detention programme.
- Support staff with detention based queries and assist staff with daily edits to detention information.

- Act as the first point of call for detention based communication with parents and carers, working to resolve any complaints or concerns or, when necessary, passing these on to an appropriate staff member in a timely manner.
- Produce and disseminate a daily detention list, keeping track of any amendments and circulating an updated list.
- Monitor the detention email mailbox and ensure that emails are responded to in a timely manner.

Pupil Attendance

- Manage the administration of pupil attendance.
- Receive and log reasons for absence, including chasing unauthorised absences.
- Maintain attendance data and ensure it is accurate at all times.
- Follow up missing registers and implement and manage a sanction system for non-completion of registers.
- Handle telephone calls with sensitivity and confidence, using initiative as required.
- Encourage good practice in the completion of registers and actively follow up incomplete lesson registers.
- Collate, monitor, evaluate and update attendance data, including analysing trends.
- Identify persistent absentees and liaise with the Academy's Education Welfare Officer to ensure consistent and prompt intervention where concerns regarding pupil attendance are identified.
- Prepare, monitor and record communication relating to pupil attendance and produce attendance data for review with the Education Welfare Officer and as otherwise required.
- Liaise with the pastoral and welfare teams to ensure that clear communication is maintained in relation to pupil attendance and actions taken and to ensure that any Academy-Pupil-Parent agreements are upheld.
- Highlight pupil attendance successes to staff and provide administrative support for any Academy attendance reward events or initiatives
- Produce attendance data and reports as required.
- Liaise with external agencies as required and appropriate.
- Assist with the monitoring and updating of the Academy's Attendance Policy.
- Produce and update attendance based documentation as required.
- Arrange and attend School Attendance and Punctuality Panel (SAP) meetings.

Printing

- Receive and action staff printing requests, producing the required documents accurately and in the lead time required and communicating with key members of staff to ensure timely collection.

Other

- Undertake any other professional duties as reasonably directed by the Office Manager and/or Principal.
- Undertake training and development relevant to the post.
- To demonstrate flexibility and reliability to meet the needs of the Academy.
- To help create a strong Academy community characterised by consistent, orderly behaviour and caring, respectful relationships.
- To demonstrate discretion and an understanding of confidentiality at all times.
- To demonstrate a commitment to equality of opportunity for all members of the Academy's community.
- To meet the expectations of all Bolingbroke staff as laid out in the Staff Expectations Policy.
- To uphold the Academy's policies with consistency and diligence, including the Academy's Safeguarding, Health and Safety, and Equality and Diversity Policies.