

<u>Job Title:</u> Attendance Officer	<u>Directorate:</u> Education, Learning and Achievement
<u>Post Number:</u>	<u>Division:</u> Schools
<u>Grade:</u> 4	<u>Business Unit/Section:</u> Baysgarth School

Overall Purpose of Job:

To provide early intervention in resolving absenteeism problems of students and to implement the schools and North Lincolnshire Councils policies relating to such under the direction and supervision of senior management in the school.

Main Responsibilities:

1. Implementing the schools attendance policy as agreed by and with the support of Senior Management and school staff, ensuring accurate data is maintained and up to date records on the schools MIS as well as hard copies where appropriate and ensure these are filed and maintained appropriately.
2. To deal with routine enquiries pertaining to student attendance from staff, parents and other agencies where appropriate.
3. To collect and collate information relating to student absences and ensure this is recorded accurately.
4. To conduct 1st day contacts and enquire with parents via various methods of communication for the reasons for their child's absence from school.
5. To run and print reports from the school MIS; photocopying; producing, updating and maintaining attendance displays; creating and printing certificates and letters.
6. Responsible for identifying and providing early intervention with students who potentially may be developing attendance issues in school; maintaining that intervention and support with those identified as well as those with sustained attendance problems in an attempt to secure an improvement in regular and punctual attendance.
7. To make parents/carers aware of the school's concerns about their child's attendance via telephone calls and written correspondence, inviting parents/carers in to school and inviting parents in to school.
8. Conducting meetings with parents/carers and pupils on a regular basis to identify potential barriers to accessing school and learning opportunities.
9. Accompany the Education Inclusion Officer on home visits where appropriate.
10. Maintaining and developing positive relationships with students and parents to address attendance issues.
11. Liaising between student, parent/carer, school and other agencies where appropriate.
12. Instigating action plans and agreeing reduced timetables along with the Inclusion Manager where appropriate to re-engage students into mainstream education.
13. Liaising closely with the Education Inclusion Service and any other appropriate services to address student attendance issues.

14. Ensuring case notes are kept up to date and accurate.

15. Contribute to Early Help Assessments where appropriate working in collaboration with the Inclusion Manager, attending and contributing to those meetings as necessary

16. Responsible for the authorisation of holidays in line with the school's policy.

Knowledge, Skill and Experience Required:

- Excellent communication skills at all levels
- Excellent literacy and numeracy skills
- Work load management skills
- Ability to prioritise
- Ability to deal with confidential information and data
- Knowledge of current legislation, theories and procedures associated with attendance
- Awareness of Child Protection/Safeguarding Children
- Organisational skills
- Ability to implement, monitor and maintain recording systems
- Interpersonal skills
- Ability to work as part of a team
- Ability to work on my own and use own initiative
- Knowledge in use of office equipment
- Ability to diffuse difficult situations
- Ability to work in challenging environment under pressure and able to meet targets and deadlines

Creativity and Innovation:

- Give advice and assist in enquiries from staff, students, parents and other outside agencies regarding attendance matters
- Design and produce resources and maintain engaging and stimulating displays to aid the promotion of good attendance of students in school.
- Agree action plans with students and parents to achieve targets pertaining to attendance issues
- Give advice to parents on issues relating to attendance, which on occasion can be challenging

Decision Making:

Compile and maintain accurate and complete records and reports

Use independent judgement and discretion

Meet with parents, attendance associates of outside agencies and tactfully and courteously answers questions in person and by telephone.

Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise, tact and firmness.

Analyse situations accurately and select an appropriate and effective course of action

Establish and maintain co-operative working relationships.

Understand and follow oral and written directions

Hear and speak to office staff and retrieve information in person and on the telephone

Work in accordance with school policies and procedures related to the assigned duties and responsibilities of the position

Contacts and Relationships:

- All school staff - daily
- Pupils in school - daily
- Headteacher, Senior staff, Teaching and Support staff - daily for matters relating to student attendance
- Parents/carers - daily for matters relating to student attendance
- Education Inclusion Service - daily to resolve student attendance issues etc
- OFSTED inspectors - occasionally if requested by school
- Outside agencies - regularly relating to attendance issues

Responsibility for Resources: (to include approximate value, sole or shared responsibility and for what percentage of their working hours)

Responsibility for office equipment/personal computer/photocopiers
 Responsibility for safekeeping and confidentiality of pupil records

WORK ENVIRONMENT

Work Demands:

The post has a constant workload with daily, weekly and monthly deadlines. Interruptions to work will occur. The post may have changes in priorities depending on the needs of the Head, other staff and the demands of other agencies.
 The post has established routines

Physical Demands:

Normal physical effort to complete the demands of the post

Working Conditions:

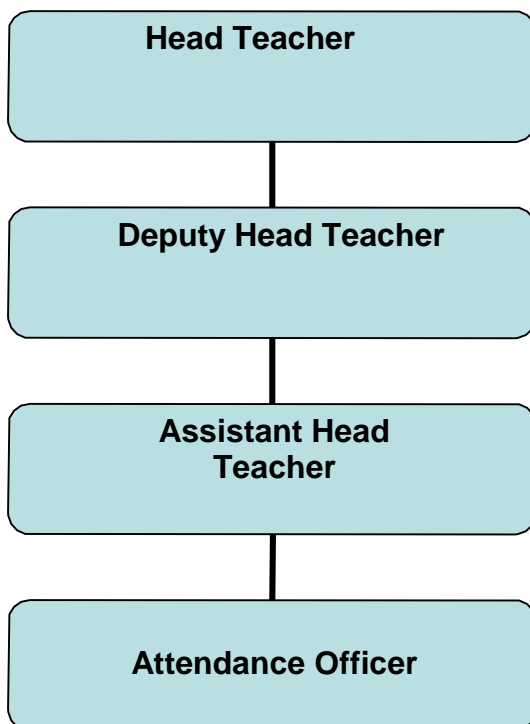
The work environment will mainly be office based indoors with some movement between areas of the school

Work Context:

Risk of verbal and physical abuse and challenging behaviour from pupils, parents/carers when meeting with them in school. This may be increased if a visit to the family home is conducted.

Position in Organisation:

Indicate how many staff the post is directly accountable for: **NONE**

Organisational Chart**Note:**

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

Date of Job Description 10 March 2015

Date copy sent to Post holder