

Job Description

Post:	Attendance Officer
Salary Grade:	Subject to Job Evaluation
Responsible to:	Head of Services to Learners

Salford City College is currently carrying out Job Evaluation and therefore reserves the right to change the salary of this role as a result of the outcome. Any change to the salary maybe higher or lower than the amount stated on the Job Description and other associated documents.

Key Purpose:

1	To receive calls, enquiries and documentation from students (including ESOL students when applicable) and parents regarding student attendance.
2	To contribute to the overall improvement of student attendance.
3	To monitor attendance data and phone or write to absent students or their parents to check on reasons for absence and to encourage improved attendance.
4	To participate in key customer service functions as required e.g. enrolment, reception.

Responsibilities:

1	To participate in key College processes as required.
2	To act at all times in accordance with the College policies – e.g. Health and Safety, Equality and Diversity, Inclusion, Quality Assurance and the Charter.
3	To work flexibly in the interests of the organisation as required.
4	To participate in appraisal and undertake staff development activities as appropriate.
5	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with.

Duties and Responsibilities:

a	To receive calls and enquiries from students (including ESOL students when applicable) and parents and relay these to appropriate staff.
b	To receive AR1 forms from students and amend the registers accordingly while ensuring the information is recorded on the Student Management System (SMS)

c	To read and analyse absence data (live on screen or print offs).
d	To select students where appropriate action regarding attendance needs to be taken and advise the Programme Managers/co-ordinators, personal tutors and HoS.
e	To telephone students or their parents/guardians, and report accurately on absence or absence patterns and record or input responses obtained.
f	To relay those responses to relevant teaching staff, Programme Manager/co-ordinator and HoS.
g	To send pre-prepared letters, making necessary written adjustments to suit the situation where telephone contact proves impossible.
h	To keep systematic record of calls made and letters sent via the communications link.
i	To follow up absenteeism after written correspondence has been sent within a specified period.
j	To ensure that all key staff (teachers, Programme managers) are updated on the student absence.
k	To make direct contact with students by visiting class when deemed necessary to ascertain reasons for absence.
l	To undertake training as the post may require.
m	To work with the Central Services Manager in promoting and administering strategies to improve attendance.
n	To carry out any other duties or activities in line with centre specific requirements, as and when required to work at another site.
	To carry out other administrative duties as required by line manager and / or senior manager

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign and date the job description:

Name of the post holder:

Line manager to sign and date the job description:

Name of the line manager:

Person Specification – Attendance Officer

	<u>Essential</u>	<u>Evidence</u>	<u>Desirable</u>	<u>Evidence</u>
Qualification	1 Literacy Level 2 2 Numeracy Level 2 3 IT Level 2	Certificate Certificate Certificate		
Professional Development	4 Evidence of ongoing professional development	Application		
Experience	5 Experience of working within an office environment 6 Experience in using computers e.g. spreadsheets and databases and inputting data 7 Experience of monitoring and review systems including filing and maintaining records 8 Experience in liaising with members of the public and problem solving 9 Experience of dealing with people at different levels of the organisation	Application/ Interview Application/ Interview Application/ Interview Application / Interview Application / Interview	a Experience in setting up computerised administrative systems b Experience in note taking at meetings c Experience of budget control systems	Application/ Interview Application/ Interview Application/ Interview
Knowledge	10 Knowledge of day to day office procedures 11 Knowledge of manual and computerised systems and procedures concerning recording monitoring systems	Application / Interview Application / Interview	d Knowledge of working in a College environment e Knowledge of financial regulations	Application/ Interview Application/ Interview

