



Job Description

POST TITLE	Student Support Officer – Attendance Lead
Purpose/Context Statement:	<p>The postholder will work within the Student Services Team, providing a wide range of support to the students, staff and families. They will be the first point of contact for families and students and provide support for the pastoral system. The post holder will take the lead in the accurate recording and monitoring of attendance data, liaising with House teams, other Student Support Officers and the Education Welfare Officer (EWO) to promote excellent student attendance. The post holder will assist the EWO in the process of legal action when all attempts to improve school attendance have failed.</p> <p>All support staff are part of a whole school team. They are required to support the values and ethos of the school and school priorities as defined in the School Improvement Plan. This will mean focusing on the needs of staff, pupil, parents and governors of the school and being flexible, whilst prioritising workload and meeting deadlines, in a busy pressurised environment</p>
Reporting to :	Student Services Manager
Responsible for:	None
Principal Contacts:	Students, staff, families, EWO
Working Time:	TTO plus 5 PDDs
Salary/Grade:	Scale 4 (7-11)
Disclosure level:	Enhanced
Key Responsibilities	
Outline responsibilities and tasks:	<ul style="list-style-type: none"> • Fulfil the specific responsibilities of the post as outlined in the context statement • First point of contact for families and students, ensuring only serious issues are escalated • Manage the attendance process and produce and analyse attendance reports/statistics and make recommendations to the House team and EWO as required • First day calling to parents of absent students and work with the House team to formulate action plans • Lesson checks to determine any absent students • Build relationships with families re attendance, making contact as required • Attend meetings in school and with outside agencies where necessary • Provide services to students, for example, first aid (appointed person), managing loan of uniform from stock, managing lost property, ParentPay top ups, changes to student records, making phone calls home and providing initial pastoral support • Provide administration support to the pastoral team • Manage the process of confiscation, safe storage and return of mobile phones



Staff development/Performance Management:	<ul style="list-style-type: none"> Share good practice and promote collaborative teamwork to motivate and inspire colleagues
Communications:	<ul style="list-style-type: none"> Communicate effectively and positively with all stakeholders
Pupil Welfare:	<ul style="list-style-type: none"> Undertake those activities necessary to meet the physical and emotional needs of individuals and groups of students, including students with educational, physical or emotional special needs
Quality Assurance:	<ul style="list-style-type: none"> Ensure that all communication follows School or Trust policies and branding guidelines Contribute to the School Development Plan targets
Safeguarding, confidentiality and data protection:	<ul style="list-style-type: none"> Undertake Safeguarding Training as required Ensure that all students and staff are appropriately safeguarded Maintain appropriate levels of confidentiality when dealing with stakeholder data and information Adhere to the General Data Protection Regulations
Extra-Curricular:	<ul style="list-style-type: none"> Support the school's extra-curricular programme through active participation in at least one activity
Personal Development:	<ul style="list-style-type: none"> Reflect on own practice and work collaboratively with your line manager to identify development needs and participate in annual performance review as part of an active programme of CPD
Health and Safety:	<ul style="list-style-type: none"> Undertake Health and Safety duties commensurate with the post and/or as detailed in the school's Health and Safety Policy
Additional Duties:	<ul style="list-style-type: none"> Play a full part in the life of the school community, to support its vision and values and encourage and ensure staff and pupils to follow this example Attend school meetings outside normal working pattern as required
<p>Avonreach Academy Trust expects its employees to work flexibly within the framework of the duties and responsibilities specified above. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken has not been identified, due to the ever-changing environment of school life. Employees will be expected to comply with any reasonable request from their manager to undertake work of a similar level that is not specified in this job description.</p> <p>The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and stakeholders and is consistent with the school's equal opportunities policy.</p>	

Name of Postholder:	
Signed:	Date:

Version Number:	3
Date:	1 st September 2021



STUDENT SUPPORT OFFICER PERSON SPECIFICATION

	Essential	Desirable
Knowledge & Experience		
GCSEs Maths and English grade C or above, or equivalent	✓	
First Aid qualification or willingness to undertake appropriate training	✓	
Experience of working in a school		✓
Understanding of and commitment to child protection procedures and safeguarding matters	✓	
Relevant experience of office administration and the full range of general office functions	✓	
Relevant experience / training in the use of Microsoft packages including Word and Excel	✓	
Knowledge of school management software		✓
Skills & Abilities		
Use own initiative as well as working within a team environment	✓	
Excellent administrative, communication and interpersonal skills	✓	
Interact positively and professionally with students	✓	
Establish effective, professional relationships with families	✓	
Attention to detail, working to high levels of accuracy and adhering to strict deadlines	✓	
Organise and prioritise work	✓	
Maintain confidentiality at all times	✓	
Use discretion to make confident and prompt decisions	✓	
Work flexibly as the need arises	✓	
Personal Qualities		
Commitment to achieving high standards	✓	
Commitment to own professional development	✓	
Enthusiasm and a positive outlook	✓	
Excellent attendance and punctuality	✓	
Communicate effectively	✓	
Responsible, honest and reliable	✓	
Good personal organisation	✓	
A sensitive and caring manner	✓	



Calm under pressure	✓	
A sense of humour	✓	