



## JOB DESCRIPTION

<b>POST:</b>	Attendance Manager and Student Mentor
<b>GRADE:</b>	Grade E SCP 6 - 8
<b>RESPONSIBLE TO:</b>	Assistant Headteacher for Pastoral Care, Behaviour and Attendance and Inclusion Unit Manager
<b>JOB PURPOSE:</b>	<p>The core focus of this job is to complement the professional work of teachers by taking responsibility for implementing the school's Attendance Policy, to improve the attendance of identified students whose attendance is a barrier to their performance. Responsible for recording, monitoring, evaluating and reporting on attendance data. A typical working day would include two hours twenty minutes of managing attendance and three hours of mentoring.</p>
<b>JOB CONTEXT:</b>	<p>Work alongside the school's attendance officer, promoting good attendance and identifying students with poor attendance and working with them and their family to improve their attendance at school.</p> <p>Become a part of the Inclusion Unit team undertaking a mentoring role with identified students.</p> <p>Enhanced DBS clearance required.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English.</p>



## ACCOUNTABILITIES / MAIN RESPONSIBILITIES

### Operational Management

- Communicates with parents/carers to establish reason for unexplained absences and report the outcome of such calls to relevant parties
- Report any child who is absent without reason to the head of year as a potential safeguarding issue
- Accurately input absences, including reasons for absences, onto Bromcom
- Produce a daily absence list for use in a fire call
- Monitor attendance and punctuality data, interpret statistical data to identify issues/patterns of non-attendance with individual students
- Work with identified students with poor attendance and their parents/carers on short and medium term strategies to remove barriers to regular attendance at school, using advisory and persuasive skills as appropriate. Undertake home visits as necessary
- Work with the school's agreed Attendance Policy to promote sustained, good attendance
- Monitor and evaluate the effectiveness of strategies with individual students
- Actively promote good attendance with all students
- Administer student holiday request forms
- Undertake general administration duties, as required
- Develop support materials and information to communicate clearly to students the school's attendance policy, raising the profile of attendance and punctuality within the school
- Organise and manage an appropriate learning environment and resources to provide appropriate educational provision in liaison with subject staff for students temporarily removed from lessons, within the Inclusion Unit
- To attend pastoral meetings
- To work to raise students' achievement, particularly those at risk of underachievement through their attendance or personal circumstances
- To promote and manage the rewards and sanctions system
- To supervise students at break
- To temporarily supervise isolation when needed



	<ul style="list-style-type: none"> <li>• To support students to re-integrate and 'catch up' when they return to school following long absence or exclusion</li> <li>• To undertake mentoring with identified students as directed by the Inclusion Unit Manager</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Communicate with school staff to update them on student attendance and work with the staff to identify students with issues that are affecting their performance at school</li> <li>• Meet regularly with year leaders to discuss current issues and developments relating to attendance and punctuality</li> <li>• Establish links and communicate with feeder schools to gain any relevant information about attendance records of new students to feed into the teaching staff in producing an action plan to support the students to ensure the smooth transition of students between phases</li> <li>• Respond to enquiries from parents/carers by telephone, email or letter and direct them to relevant sources of advice and guidance as appropriate</li> <li>• Develop and maintain regular contact with parents of students with attendance issues inform them of concerns and visit the home as appropriate</li> <li>• Provide advice for students returning after long periods of absence and assist in planning their re-integration</li> <li>• Communicate work as set out by the classroom teacher to the students</li> <li>• Provide pastoral support where required</li> <li>• Provide challenge and encouragement to the students to persuade them to learn</li> </ul>
<b>Partnership or Corporate Working</b>	<ul style="list-style-type: none"> <li>• Attends meetings with external agencies and parents as appropriate and follow up on actions required</li> <li>• Liaise with external agencies and share information appropriately</li> <li>• Liaise with specialist support services to ensure appropriate support is in place for students as required</li> </ul>
<b>Skills Development</b>	<ul style="list-style-type: none"> <li>• To demonstrate and advise new staff on the accurate recording of student's attendance on the register</li> <li>• Participate in team meetings and attend any necessary training events</li> <li>• Participate in the schools performance management system</li> </ul>



<b>Safeguarding</b>	<ul style="list-style-type: none"><li>• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate</li></ul>
<b>Systems and Information</b>	<ul style="list-style-type: none"><li>• Ensure that staff have completed the attendance registers</li><li>• Maintain an accurate system for students signing in and out of the school</li><li>• Provide accurate and up to date statistical data and reports</li><li>• Oversee the signing in late procedures and ensure that 'minutes late' are recorded on Bromcom</li><li>• Maintain records of all communication with parents/Carers</li></ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"><li>• Assist in developing systems and procedures to improve attendance and punctuality</li></ul>
<b>Safeguarding and Promoting the Welfare of Children &amp; Young People</b>	<ul style="list-style-type: none"><li>• To be responsible for promoting and safeguarding the welfare of students in line with policy and legislation, raising concerns as appropriate</li></ul>
<b>Administration/Other</b>	<ul style="list-style-type: none"><li>• To undertake routine clerical duties as required</li><li>• To support the use of ICT and adhere to relevant policies</li><li>• To participate in appraisal, training and other learning activities</li></ul>
<b>Data Protection</b>	<ul style="list-style-type: none"><li>• To comply with the County Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality</li></ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• To be aware of and implement health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure</li><li>• To work with colleagues and others to maintain health, safety and welfare within the working environment</li></ul>
<b>Equalities</b>	<ul style="list-style-type: none"><li>• To promote inclusion and acceptance of all students</li><li>• To work, within own area of responsibility, in accordance with the aims of the Equality Policy, treating individuals with respect for their diversity, culture and values</li></ul>
<b>Flexibility</b>	<ul style="list-style-type: none"><li>• North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes</li></ul>



	would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment</li><li>• The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values</li></ul>
<b>Date of Issue</b>	March 2021



## PERSON SPECIFICATION

### Attendance Manager and Student Mentor

Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"><li>• An understanding of issues that may affect a student's ability to attend school and behave</li><li>• Knowledge of Behaviour Management techniques and behaviour intervention strategies</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of attendance regulations and targets</li><li>• Knowledge of child protection legislation and procedures</li><li>• Knowledge of school procedures</li><li>• Knowledge of support service available to signpost students and families to</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Experience of working with Bromcom or a similar data management system</li><li>• Administrative experience</li><li>• Experience of working with children and young people and their parents/carers</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in a school environment</li><li>• Experience of working with children and young people who have behavioural difficulties</li><li>• Experience of implementing attendance and behavioural policies</li></ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"><li>• Excellent communication skills, including advisory and persuasive skills</li><li>• Ability to establish positive and effective relationships with children and young people</li><li>• Advisory skills</li><li>• Listening skills</li><li>• Organisational skills</li><li>• Excellent ICT skills</li><li>• Analytical skills</li><li>• Ability to keep accurate records</li><li>• Ability to work successfully as part of a team</li></ul>	<ul style="list-style-type: none"><li>• Ability to analyse the reasons for behavioural problems of the students to ascertain the needs of the students and formulate an action plan</li></ul>



<ul style="list-style-type: none"><li>• Ability to work on own initiative</li><li>• Confidentiality</li><li>• Report writing skills</li></ul>	
<b>Qualifications</b> <ul style="list-style-type: none"><li>• Level 2 qualification or equivalent to demonstrate good literacy and numeracy skills</li></ul>	<ul style="list-style-type: none"><li>• Level 3 qualification in business/finance/administration or equivalent</li><li>• Counselling qualification</li></ul>
<b>Other Requirements</b> <ul style="list-style-type: none"><li>• Enhanced DBS clearance</li><li>• Commitment to the schools policies and ethos</li><li>• Commitment to Continuing Professional Development</li><li>• Motivation to work with children and young people</li><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li><li>• Emotional resilience in working with challenging behaviours and attitudes.</li><li>• Flexibility</li><li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.</li></ul>	