



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Student Services Officer (Attendance)
<b>GRADE:</b>	Grade E, £6,298 - £6,841 ( <i>Actual salary based on term time and includes holiday pay</i> ) £17,104 - £18,579 ( <i>Full time equivalent salary</i> )
<b>DEPARTMENT:</b>	Student Services
<b>HOURS:</b>	15 hours per week, term time (41 weeks per year)
<b>RESPONSIBLE TO:</b>	Attendance Coordinator and Head of Learner Services and Libraries
<b>CAMPUS:</b>	Strode's College
<b>JOB PURPOSE:</b>	<p>To support in the maintenance of high quality student attendance data collection and reporting within the College.</p> <p>Have responsibility for the function of attendance marking and monitoring, communication with key stakeholders and the collation of data for wider reporting on student attendance.</p> <p>Contributing to the wider day-to-day administration support requirements of the Student Services Department.</p>

**N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.**

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### **The main duties and responsibilities of the post include the following:-**

1. To ensure the effective processing and monitoring of student attendance, maintaining consistent and timely administration of attendance related functions and supporting in the regular review of processes and procedures.
2. To support the wider Student Services and College team in the monitoring of attendance reporting (electronic, paper and telephone), the updating of registers and communication to key stakeholders to ensure that system data is accurate.
3. To support in the creation and dissemination of attendance reports to senior staff on designated sites or within the College Group as required.
4. To work with the Senior Student Services Officer (Attendance) and the Head of Learner Services and Libraries to ensure that the student and parent facing mechanisms for managing attendance are simple, robust and fit for purpose.

5. To liaise with curriculum staff, students and parents, providing advice and guidance in relation to attendance monitoring and reporting as necessary and gaining formal feedback for review where appropriate.
  6. To lead on and support the wider Student Services team in promoting and delivering the 'Celebration Events' for students with high attendance, including producing planning documents for the Estates and Resources team, organising prizes and certificates.
  7. Where appropriate, to send out surveys to collect learner voice in relation to the College's attendance policy, communication and events and to provide feedback to Senior Staff of the outcome of these surveys.
  8. To offer day-to-day administrative support within the Student Services Department, on a range of tasks including (but not limited to):
    - a. Communication with parents, arranging meetings and welcoming visitors on behalf of Student Services staff.
    - b. Assisting with the inputting of student data.
    - c. Maintaining noticeboards and literature as required.
    - d. Maintaining accurate student records including enrolments, course changes, disciplinary and progression information.
    - e. Providing Student Services reception support including help for students and visitors, call and email handling.
    - f. Filing of student related paperwork.
    - g. Assist with College-wide events such as Open Evenings and Parent Evenings.
    - h. Preparing and arranging for the distribution of mailings and electronic communication to students and parents.
  9. Observe at all times strict rules of confidentiality appropriate to the post.
  10. Such other duties as may be reasonably requested.
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## NOTE

The post will be primarily based at one of the college campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding and Child Protection Po
- The principles and procedures set out in the Data Protection Policy

February 2021



**PERSON SPECIFICATION**

		ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
	<b>Qualifications</b>			
1	Educated to at least A level or equivalent standard, or recent relevant experience in an education or office environment.	✓		AF
	<b>Skills, knowledge and abilities</b>			
2	Proven ability and confidence to communicate effectively with students, staff and parents, both verbally (face-to-face and on the telephone) and in writing.	✓		AF / IV
3	Proven ability to work quickly and accurately, showing attention to detail, particularly with regard to data entry, grammar and spelling.	✓		AF / IV
4	Proven interpersonal skills and able to successfully manage complex and sensitive issues.	✓		AF / IV
5	The ability to prioritise and organise one's own workload in an effective and accurate manner taking into consideration yearly pressure points and changing levels of needs within the role.		✓	AF / IV
6	Proven ability to be discrete and maintain high levels of confidentiality.	✓		AF
7	Demonstrable interest in working with young people.		✓	AF / IV
8	An excellent knowledge of Excel and database programmes, with an ability to produce and interpret data reports to a range of requirements.	✓		AF / IV
9	Flexibility over working hours, including occasional evening work at College events.	✓		AF
10	Proven proactive and positive attitude to work.	✓		AF
	<b>Knowledge and Experience</b>			
11	Highly competent in the use of Microsoft Office applications, especially Word and Excel.	✓		AF / IV
12	Recent experience of working in an office and/or customer service environment.		✓	AF

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation

All or some of the above elements may be assessed at interview