Job Description

Post:	Progression Mentor
Salary Grade:	Band 9 of the SCC Group Support Staff Pay Scale
Responsible to:	Head of Deparment / Head of Pastoral

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 in order to identify patterns of absence. Facilitate support being put in place for students to return to college through parental communition in order to check on reasons for absence and to encourage improved attendance.
4.	Facilitate phased return groups for students who have had prolonged absences from college.
5.	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 personal tutors and Head of Pastoral.
e	To telephone students or their parents/guardians, and report accurately on absence or absence patterns and record or input responses obtained.
f	Facilitate support being put in place for students to return to college through parental communication in order to check on reasons for absence and to encourage improved attendance
g	Facilitate phased return groups for students who have had prolonbged absences from college.
h	To relay those responses to relevant teaching, pastoral staff and managers.
i	To send letters, making necessary written adjustments to suit the situation where telephone contact proves impossible.
j	To keep systematic record of calls made and letters sent via the communications link.
k	To follow up absenteeism after written correspondence has been sent within a specified period.
l	To ensure that all key staff (teachers, Programme managers) are updated on the student absence.
m	To make direct contact with students by visiting class when deemed necessary to ascertain reasons for absence.
n	To undertake training as the post may require.
o	To work with the Head of Pastoral Support in promoting and administering strategies to improve attendance.
p	To carry out any other duties or activities in line with centre specific requirements, as and when required to work at another site.
q	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

		Essential	Evidence	Desirable	Evidence
Qualification	1	Literacy Level 2	Certificate		
	2	Numeracy Level 2	Certificate		
	3	IT Level 2	Certificate		
Professional Development	4	Evidence of ongoing professional development	Application		

Experience	5	Experience of working within an office environment	Application/ Interview	a	Experience in setting up computerised administrative systems	Application/ Interview
	6	Experience in using computers e.g. spreadsheets and databases and inputting data	Application/ Interview	b	Experience in note taking at meetings	Application/ Interview
	7	Experience of monitoring and review systems including filing and maintaining records	Application/ Interview	c	Experience of budget control systems	Application/ Interview
	8	Experience in liaising with members of the public and problem solving	Application / Interview			
	9	Experience of dealing with people at different levels of the organisation	Application / Interview			
Knowledge	10	Knowledge of day to day office procedures	Application / Interview	d	Knowledge of working in a College environment	Application/ Interview
	11	Knowledge of manual and computerised systems and procedures concerning recording monitoring systems	Application / Interview	e	Knowledge of financial regulations	Application/ Interview

Skills/ Qualities	12	Good organizational skills	Application/ Interview	
	13	Good communication skills with emphasis on giving service and quality	Application/ Interview	
	14	Using own initiative	Application/ Interview	
	15	Ability to work to deadlines and under pressure	Application/ Interview	
	16	Ability to work as part of a team	Application/ Interview	
	17	Flexible approach to work	Application/ Interview	
Other	18	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults	Application/ Interview	
	19	Commitment to college policies i.e. Health & Safety, Equality & Diversity, Inclusion and Quality Assurance	Application/ Interview	
	20	DBS Check acceptable to college will be undertaken for successful applicant	Appointment	

Attendance Officer Job Description – 16.02.2012