



Attendance Officer – Job Description

Post Title: Attendance Officer

Grade/Scale: Emmaus MAC Grade 5, SCP 7-11

Hours: 37 hours per week/41 weeks per year (term time only plus two weeks in the summer holidays)

Reporting to: Assistant Principal/Senior Office Administrator

Main Purposes of Role:

The Attendance Officer will work alongside staff in school to promote excellent attendance, reduce levels of absence and work with children and families to promote high levels of attendance.

It is important to:

- Promote and support high levels of attendance
- To support students in achieving their full academic potential through high attendance
- Promote a positive attendance and punctuality culture
- Form strong relationships with parents/carers and students

Key Accountabilities

- To identify and work with individuals and groups of students, using regular attendance checks
- To work closely with parents/carers and students to improve levels of attendance
- To collate information with regard to the attendance of students who may be experiencing attendance difficulties in order to inform school, Education Welfare Officer and parents/carers
- To carry out first, second and third day contact in line with school procedures

Attendance management

- To manage the School’s electronic means of monitoring absence and identify patterns of absence and reduce levels of all absence and ensure that the system is used to maximum capacity to detect absence.
- In consultation/liaison with the Assistant Headteacher, develop a system of rewarding excellent attendance and an overall improvement of attendance.
- Monitor levels of pupil lateness to school and receive/record all pupils arriving late to school during the school day.
- Communicate with the parents of children who are regularly late to or absent from school/lessons and to inform relevant Heads of Year of such lateness/absence.
- Administer the electronic transfer of such data for reporting procedures and in meeting County/DfE attendance returns requirements.
- Manage all requests for ‘holiday absence’.
- Consult with SLT/Pastoral Leadership Team to highlight address issues.
- To produce weekly attendance/absence trackers and reports as directed by the Assistant Principal and for the Education Welfare Officer (EWO).
- Liaise with the Assistant Principal/Education Welfare Officer to exchange information and determine appropriate levels of intervention.



- To check accuracy and correct coding on registers throughout the day and follow up and challenge all errors.
- To operate and manage the fire register .
- To apply the Attendance Policy and the intervention administration within it .
- To assist with the identification of students who need support in improving their attendance record.
- To undertake responsibility for managing first day absence to include ensuring that parents/carers are contacted on the first day of absence and establishing reasons for absence.
- To track the attendance and progress of students educated off-site at alternative provision or medical education centres and circulate the information to relevant staff.
- To ensure all registers are completed and no missing marks or unexplained absences remain.
- To check and remind any necessary staff to complete registers.
- To ensure all unexplained absences are accounted for or send letter requesting an explanation.
- To produce attendance statistics and reports for the Principal and Assistant Principal to present to School Committees and other forums.
- To interpret information relating to attendance patterns and identify key areas of concern for leaders.
- To keep up to date with MIS training.

Attendance Intervention

In liaison with the Assistant Principal:

- establish and implement programmes of intervention for identified students at Wave 1, 2 and 3.
- hold meetings with students whose absence creates cause for concern at Wave 2 and 3.
- create action plans to support students in improving their attendance and reduce absence.
- track all interventions and report on impact.
- track persistent absence and work with the Assistant Principal to ensure this remains low.
- track and report on identified absence concerns of the most vulnerable to the Assistant Principal to assess and action additional support.

General Administration Duties

- To undertake other duties appropriate to the post that might be required by the Senior Office Administrator, Assistant Principal, Principal or School Business Manager e.g. maintenance of filing systems, reception cover.
- To have due care for all aspects of health and safety.
- To take part in processes related to Performance Management.
- To send messages via the schools management information system (MIS) to parents and carers.
- To provide and maintain catering supplies for meetings and visitors.
- To be First Aid qualified and act as a named First Aider.
- Ensure that all visitors, contractors and professional advisors visiting the school are aware of and comply with the school's safeguarding and health and safety requirements.
- To support the School Receptionist, Senior Office Administrator in the management of student enquiries and other student-related issues as required.
- To support/cover the Reception in relation to day-to-day absences.
- Any other duty commensurate with the grade of the post.



Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- Comply with individual responsibilities, in accordance with the role, for health and safety in the school.
- Comply with all school policies and procedures, particularly those relating to safeguarding, equal opportunities, health and safety, security, confidentiality, behaviour, data protection and reporting concerns to the Principal.
- Attend and participate in meetings as required.
- Any other duties commensurate with the duties/responsibilities/grade of the post.
- Uphold the vision, ethos and high standards of the school and approach the role in a proactive way, playing a full part in the life of the school community.

Other Expectations

To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities to encourage and support staff in their development and training.

All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties in pursuance of raising student achievement. Any changes will take account of salary/ status and will be subject to discussion, in accordance with the guidance note on contractual changes.

The above responsibilities are subject to the general duties and responsibilities contained in the current School Teachers’ Pay and Conditions document.

This job description is not necessarily a comprehensive definition of the post. It may, from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.

Special Conditions

Hagley Catholic High School is a member of Emmaus Catholic Multi Academy Company, which is an equal opportunities employer committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. This position is, therefore, subject to an Enhanced Disclosure and Barring Service check and medical clearance.



Attendance Officer - Person Specification

	Essential	Desirable	Evidenced
Experience			
Previous experience desirable but not essential		x	Application and Interview
Demonstrable experience of working with or caring with children of a relevant age		x	Application and Interview
Experience of working in a school would be beneficial		x	Application and Interview
Qualification /Training			
A good general education with maths and English at GCSE C or above, or equivalent	x		Application and Interview
A willingness and motivation to develop own skills and work towards professional training qualifications, First Aid		x	Interview
Practical Skills			
Must be computer literate with experience of Microsoft Office, email and internet	x		Application and Interview
Have excellent customer care skills with a courteous, calm and efficient telephone manner	x		Interview
Ability to work effectively and respond well under pressure, in a calm and professional manner in a busy office environment	x		Interview
Excellent organisational and administrative skills	x		Interview
Have good keyboard skills for accurate computer input and retrieval	x		Interview
Ability to deal with enquiries, correspondence in an efficient and timely manner	x		Interview
Ability to act as a reliable and effective first point of contact	x		Interview
Have a patient and diplomatic manner when dealing with staff, students, parents and visitors	x		
Personal Qualities and Attributes			
Be flexible, cooperative and supportive team player	x		Interview
A knowledge of equality and diversity issues		x	Interview
Be cooperative and a supportive team player	x		Interview
Have effective communication and excellent interpersonal skills	x		Interview
Ability to deal with difficult situations	x		Interview
Ability to understand and relate well to children and adults	x		Interview
Ability to work in a discreet and sensitive manner	x		Interview
Able to work constructively as part of a team, understanding school roles and responsibilities and own position within these	x		Interview
Safeguarding			
To comply with the Schools commitment to the protection and safeguarding of children	x		Interview
To demonstrate understanding of current safeguarding concerns and practices	x		Interview



Policy Statement On The Recruitment Of Ex-Offenders

In accordance with the Disclosure and Barring Service Code of Practice this policy is made available to all Disclosure applicants at the outset of the recruitment process. The full DBS Code of Practice is available at www.disclosure.gov.uk

- ❑ As an organisation which uses the Disclosure and Barring Service (DBS), the School Committee complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- ❑ We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of convictions cautions and reprimands, as well as ‘spent’ and ‘unspent’ convictions. A criminal record will not necessarily be a bar to obtaining a position.
- ❑ We are committed to the fair treatment of applicants, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- ❑ We promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- ❑ All application forms and recruitment information will contain a statement that a Disclosure will be requested in the event of being offered the position.
- ❑ We encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. This information should be sent under separate, confidential cover. The information will only be seen by those who need to see it as part of the recruitment process.
- ❑ At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- ❑ We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- ❑ We ensure that people at the school who are involved in the recruitment process have access to professional advice to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Having a criminal record will not necessarily bar you from working at the school. This will depend on the nature of the position and the circumstances and background of your offences.

