

Education Welfare Officer/ Attendance Officer

Job Description

Grade: GR3

1. Job Purpose

- 1.1 Providing daily support for students. There are elements of this role that may merge with other roles within the school, such as the Pastoral Team or general administration.

2. Key Responsibilities

This is a great opportunity for a hard-working individual, who is looking to support our school community. As the Attendance Officer, you will ensure attendance of all our students. Supported by our senior leaders, work closely with pupils, staff, parents and carers to reduce levels of absence.

We are seeking to appoint a motivated and caring person who has;

- knowledge and understanding of current legislation and guidance relating to school attendance including the DfE guidance: 'Working together to improve attendance'
- knowledge of the legal framework governing attendance and enforcement measure for non-attendance
- experience working in a school environment or other educational setting
- experience identifying interventions to raise attendance of pupils
- experience of monitoring attendance, follow-ups and reporting on impact

Main purpose

- To ensure student high levels attendance
- Monitor and report on whole-school attendance data, analysing data and trends to identify key areas of concern and report to all stakeholders
- To work closely with pupils, staff, parents and carers to reduce levels of absence, and act appropriately when persistent absence becomes a safeguarding issue
- Craft individualised attendance plans and provide support and interventions (including Early Help) as appropriate and as per the Local Authorities 'Support First' process
- To identify any safeguarding issue in line with the school procedures

Duties and responsibilities

Administration

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures.
- Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with Local Authorities/other external agencies and partners
- Manage attendance returns for the school census
- Manage the process of issuing penalty notices to parents
- Manage the punctuality system (lates in the morning and detentions)
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's MIS and other relevant systems
- Ability to work alongside Designated Safeguarding Leads
- Organise and attend Home visits.

Monitoring and reporting

- Produce and interpret weekly and half term attendance reports for progress and school leaders, identifying key statistics, reasons for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with school leaders
- Identify pupils that need additional support to improve their attendance and ensure relevant actions are implemented
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils
- Establish procedures for first-day calling and managing absences effectively
- Lead daily or weekly check-ins to review progress and the impact of support/interventions
- Work with school leaders to develop and revise the school's attendance policy
- Implement children missing in education (CME) procedures when appropriate
- Provide regular reports to attendance organisations to raise awareness of emerging at-risk pupils
- Attend meeting with progress leaders and or the senior leadership team to communicate actions implemented as and when required
- Undertake relevant training related to attendance

Working with parents/carers

- Co-ordinate meetings with pupils and parents/carers to implement interventions and track progress

- Build positive relations with parents/carers to encourage family involvement in their child's attendance
- Identify, and where possible, mitigate potential barriers to attendance in partnership with families
- Carry out home visits, where necessary, to address attendance concerns for individual pupils

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies
- Be alert to when absence, including persistent absence, becomes a safeguarding concern and early help may be required
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary
- Promote the safeguarding of all pupils in the school
- Use CPOMS to log safeguarding concerns

2.1 Any reasonable task as directed by the Head Teacher. Any task which is appropriate to the post level in order to maintain/enhance organisational effectiveness which may include redeployment to other departments – to include cover for absence colleagues and/or relocation to areas of need.

2.1.1 To adhere to the ethos of the school.

2.1.2 To promote the agreed vision and aims of the school.

2.1.3 To set an example of personal integrity and professionalism.

2.1.4 Attendance at appropriate staff meetings and parents evenings.

2.2 Any other duties as commensurate within the grade in order to ensure the smooth running of the school.

3. Supervision Received

3.1 Supervising Officer's Job Title: Senior Office Manager/Director of Learning

3.2 Level of supervision:

1. ~~Regularly supervised with work checked by supervisor~~

2. Left to work within establishment guidelines subject to scrutiny by supervisor

3. ~~Plan own work to ensure the meeting of defined objectives~~

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others)

Post Title	Grade	No of Posts	Level of Supervision (as in 3.2 above)

5. **Special Conditions**

5.1 None

Person Specification

Method of Assessment (MOA)

AF Application Form	C Certificate	I Interview	T Test or Exercise	P Presentation

Criteria	Essential	MOA
Education/ Qualifications NB: Full regard must be paid to overseas qualifications.	A* - C in GCSE English and Maths or equivalent	AF/C
	A level 3/grade 3/NVQ 3 or above qualification in administration/word processing/typing skills	AF/C
Experience Relevant work and other experience	Understanding and respect for confidentiality in relation to all issues connected with this role	AF/I
	Excellent numeracy and literacy skills	AF/I/T
	Experience of working with children and families	AF/T
	Experience in a general administration environment	AF/I
	Knowledge and understanding of the current legislation and guidance relating to school attendance including DfE guidance; 'Working together to improve attendance'	AF/I
	Experience identifying interventions to raise attendance of pupils	AF/I
	Good experience of Microsoft Office including Word, Excel and Publisher	AF/I

	Experience of using database applications	AF/I
	Experience of reception work	AF/I
Skills & Ability e.g. written communication skills, dealing with the public etc.	*Delete if not applicable	AF/I
	*An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	AF/I/T
	Able to communicate effectively and accurately both verbally and in writing	AF/I/T
	Good organisation skills. Ability to deal with large volumes of data, prioritise workload and meet strict deadlines	AF/I/T
	Ability to maintain high standards of accuracy and have a calm methodical approach to work, delivering a high-quality service whilst under pressure	AF/I
	Ability to interpret advice/statute and support in devising policy/practice in the light of these	AF/I
	To be reliable, punctual and have excellent attendance	AF/I
	Able to communicate in a clear and concise manner both on the telephone and face to face	AF/I
	To have a polite, friendly, professional, respectful and flexible approach to work and to be customer focused	AF/I
	Able to work constructively as part of a team, understanding school rules and responsibilities	AF/I
	To be open and honest, to follow instructions and to take responsibility and accountability for own actions	AF/I
	Ability to write clear, letters and reports	AF/I
	Ability to complete work to the required standards of accuracy and presentation	AF/I
Ability to develop and maintain effective working relationships with a wide range of people	AF/I	

	<p>Committed to the needs of the students, parents and other stakeholders and challenge barriers/blocks to provide an effective service</p> <p>Demonstrate a 'can do' attitude and is adaptable to change with a positive, decisive and enthusiastic attitude</p> <p>Ability to work on own initiative with minimum</p> <p>Knowledge of standard officer procedures</p> <p>Knowledge of standard office equipment</p>	
Personal qualities	<p>Committed to the provision and improvement of quality service provision</p> <p>Takes quick and effective action to meet the demanding workloads and commitments</p> <p>Ability to relate well to children and adults, able to form and maintain appropriate relationships and personal boundaries with children and young people</p> <p>To keep calm and maintain an air of authority</p>	
Flexibility	To work flexibly to meet the needs of the Trust and its educational establishments. Can be required to work in any location within Queensbury School	
Training	Willing to undertake job related training	AF
Safeguarding	<p>Enhanced DBS is essential.</p> <p><i>This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement of the role.</i></p>	
Other	Driver's licence/vehicle insurance	AF/I

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

Reviewed by:

Date:
