SIR JOHN NELTHORPE SCHOOL
A Community Empowered
RESPECT - RESILIENCE - INTEGRITY



JOB DESCRIPTION AND EMPLOYEE SPECIFICATION

Job title: Attendance Officer	**Service Area:** Learning Skills and Culture
Post number:	**Division:** Schools
Grade: 5	**Section/team:** Sir John Nelthorpe School

Overall purpose of job:
To monitor and analyse attendance patterns in order to identify pupils requiring early intervention, and to implement appropriate actions and strategies to resolve absenteeism, in accordance with the school's and North Lincolnshire Council's policies and under the direction and supervision of senior management. Work with targeted pupils to effectively identify and remove any barriers to learning by increasing and improving attendance.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

- To support school staff in maintaining accurate records of attendance.
- To deal with routine enquiries pertaining to pupil attendance from staff, parents and other agencies where appropriate.
- To collect and collate information relating to pupil absences and ensure this is recorded accurately.
- To conduct 1st day contacts and enquire with parents via various methods of communication for the reasons for their child's absence from school for pupils.
- To run, print and analyse reports from the school MIS; using these to support strategies and actions implemented and present to the inclusion team
- Responsible for providing early intervention with pupils who potentially may be developing attendance issues in school; maintaining that intervention and support with those identified as well as those with sustained attendance problems in an attempt to secure an improvement in regular and punctual attendance.
- To make parents/carers aware of the school's concerns about their child's attendance via telephone calls and written correspondence, inviting parents/carers into school.
- Conducting meetings with parents/carers and targeted pupils on a regular basis to identify potential barriers to accessing school and learning opportunities.
- Maintaining and developing positive relationships with targeted pupils and parents to address attendance issues.
- Liaising between pupil, parent/carer, school and other agencies where appropriate.



- Implement action plans and agreeing reduced timetables where appropriate to re-engage targeted pupils into mainstream education.
- Liaising closely with the Education Inclusion Service and any other appropriate services to address pupil attendance issues.
- Ensuring case notes are kept up to date and accurate.
- Lead and contribute to Early Help Assessments where appropriate working in collaboration with external agencies and School Pupil Engagement Leads.
- Work with senior leaders and classroom teachers to ensure barriers to learning are removed.
- Conduct termly mentor meetings with all targeted pupils that post holder has responsible for.
- Conduct home visits to check on the welfare of pupils and speak to parents/carers. (under lone worker policy)

Knowledge, skills and experience:

- Excellent communication skills at all levels
- Excellent literacy and numeracy skills
- Experience of organising and managing workload
- Ability to prioritise conflicting demands
- Ability to deal with confidential information and data
- Knowledge of current legislation, theories and procedures associated with attendance Awareness of Child Protection/Safeguarding Children
- Ability to implement, monitor and maintain recording systems Interpersonal skills
- Ability to work as part of a team
- Ability to work on my own and use own initiative
- Knowledge in use of office equipment
- Ability to diffuse difficult situations
- Ability to work in challenging environment under pressure and meet targets and deadlines
- Knowledge of effective revision and exam techniques

Creativity and innovation:

- Respond to queries from staff, students, parents and other outside agencies regarding attendance matters
- Under the direction of senior leaders, maintain engaging and stimulating displays to aid the promotion of good attendance of students in school
- Agree action plans with students and parents to achieve targets pertaining to attendance issues
- To build solutions with families to maximise attendance at school
- Developing and maintaining a positive relationship between the home and school working as part of the school's Pastoral Team
- Provide appropriate advice to parents on issues relating to attendance, which on occasion can be challenging



Decision Making:

- To prioritise daily attendance calls and/or visits and determine appropriate engagement and support actions within agreed school procedures.
- To recognise when safeguarding concerns, complex family circumstances or potential statutory attendance action require referral or escalation
- Decides on most appropriate format to compile, maintain and display accurate records and reports for SLT
- Decides on most appropriate approach in meetings with parents to maintain established relationships.
- Work in accordance with school policies and procedures related to the assigned duties and responsibilities of the position

Contacts and Relationships:

- Headteacher, Senior staff, Teaching and Support staff – daily for matters relating to student attendance, information sharing and escalation of concerns as required
- Pupils in school – daily – follow up on absence and support strategies
- Parents/carers – daily for matters relating to student attendance stablish and maintain cooperative working relationships. Home visits and attendance support.
- External agencies – daily basis

Responsibility for resources: (to include approximate value, sole or shared responsibilty and for what percentage of their working hours)

Responsibility for office equipment/personal computer/photocopiers.
Responsibility for safekeeping and confidentiality of pupil records

WORK ENVIRONMENT

Work demands:
Specific to this post:

The work will be subject to some interruption and working to deadlines.
Appointments and meetings are managed within the school timetable

Physical demands:
Normal physical effort to complete the demands of the post



Working Conditions:
The work environment will mainly be office based indoors with some movement between areas of the school. However, there will also be home visits for targeted students. (Strict adherence to the lone working policy will apply)

Work Context:
Risk of verbal and physical abuse and challenging behaviour from pupils, parents/carers when meeting with them in school. This may be increased if a visit to the family home is conducted.

Position in organisation:
Indicate how many staff the post is directly accountable for: None

Headteacher

Deputy Headteacher

Assistant Headteacher

Attendance Officer

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	ESSENTIAL	DESIRABLE	HOW MEASURED
EXPERIENCE	Experience of working with children in a paid or voluntary capacity Administrative Experience. Computer literacy, including word processing and spreadsheet applications.	Experience of working with secondary aged children Experience of working with families in the home environment Working in a school office. Working knowledge of SIMS system.	Application form
EDUCATION, TRAINING AND QUALIIFICATIONS	GCSE or equivalent Maths and English, level C or above ICT confident – use of Email systems, maintaining databases, word documents and excel spreadsheets. Full driving licence	ICT qualification Early Help training	Application form/certificates
SKILLS AND KNOWLEDGE	Literacy skills Numeracy skills Good interpersonal and team working skills. Ability to work under pressure and to strict deadlines. Ability to manage own time and tasks effectively. Good organisational skills.	Knowledge of strategies which promote good learning routines Knowledge of child protection and safeguarding requirements. An awareness of data protection requirements and how they apply to the information you will be handling	Application & Interview References

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	ESSENTIAL	DESIRABLE	HOW MEASURED
SKILLS AND KNOWLEDGE	Good telephone manner. Ability to maintain necessary level of confidentiality. Working within established procedures, maintaining accurate records and statistical information.		Application & Interview References
PERSONAL QUALITIES	Ability to act on own initiative and seek advice as appropriate. Ability to work as part of a team. Ability to communicate effectively at all levels, both orally and in writing with children, parents and staff. To demonstrate diplomacy and tact. Have an ability to remain calm under pressure with a degree of resilience. An ability to adapt to changing systems and procedures whilst continuing to perform essential duties. Welcoming, cheerful and friendly nature.	A commitment to continual self-improvement through regular reading, research and professional development. Proactively develop community relations showing tact, diplomacy and understanding of the school's context. An understanding of de-escalation strategies for challenging situations.	Application Form/ Interview Process/ References

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	ESSENTIAL	DESIRABLE	HOW MEASURED
WORKING ARRANGEMENTS	Working in a shared office with frequent interruptions due to telephone, visitors, staff and pupil requirements which vary constantly. Partly predictable workload with daily, weekly, monthly and annual routines. At risk of verbal abuse and physical harm from a minority of pupils and parents who may behave aggressively on occasion.		

THIS POST IS SUBJECT TO:
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974
Yes/No
Political restriction
Yes/**No**
The ability to speak fluent English under the Immigration Act 2016
Yes/No