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**JOB DESCRIPTION**

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| **School/College:** | **Springwood High School (part of West Norfolk Academies Trust)** |
| **Job Title:** | **Attendance Officer** |
| **Grade:** | **Scale E, point 18 -21 (£18,870 - £20,541 FTE per annum, based on a 37 hour week) (£9.78 - £10.65/hr) Please note that salary will be pro-rata.** |
| **Hours/weeks:** | **37hrs per week, Term time plus training days (39 weeks/year).** |
| **Responsible to:** | **Head Teacher** |
| **Working With:** | **Head Teacher, SLT, Pastoral Managers, Admin staff.** |

**Purpose of the Job**

To monitor student attendance with the aim of preventing unnecessary absence and promoting excellent levels of attendance within the student community.

**Responsibilities**

* Monitor student attendance on a daily basis, liaising with House Managers and providing guidance and support to them as required.
* Communicate with parents via telephone, letter or meeting regarding attendance issues.
* Edit daily attendance data for absences, trips, leave requests etc.
* Issue students who are late with a late slip and discuss their lateness with them.
* Manage Truancy Call system on a daily basis.
* Produce reports to monitor attendance by sub-groups, e.g. EAL, FSM etc.
* Hold weekly meetings with House Managers to discuss attendance concerns and formulate actions.
* Carry out home visits (with colleague) to low attendees when required.
* Identify students for weekly attendance meetings with Deputy Headteachers, participate in meetings and send follow-up letters home. Produce reports on these students and monitor weekly.
* Identify students for Fast Track and Fixed Penalty procedures, complete referral forms, write to parents, minute FT meetings and complete witness statements for court proceedings when required.
* Liaise with NCC AESO on a monthly basis. Produce weekly and termly attendance certificates.
* Deal with daily ParentPay queries and re-set parental passwords when required.
* Deal with daily Biostore fingerprint requests for new students and staff.
* Issue ParentPay passwords to incoming Year 7 parents annually.
* Liaise with canteen manager regarding Live Register lunch system queries.
* Maintain Free School Meal database, liaising with NCC as required.
* Liaise with NCC passenger transport department regarding bus issues.
* Issue temporary bus passes to students.
* Answer incoming calls (in conjunction with other admin staff) when reception is busy.

**Job context and flexibility**

The duties and responsibilities listed in this job description provide a summary of the main aspects of the role. This is not an exhaustive list and the post holder may be required to carry out other tasks, as deemed appropriate to the grade and nature of the post.

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher to reflect or anticipate changes in the post commensurate with the grade or job title.

Due to the routine of the school, the workload may not be evenly spread throughout the year. Flexibility of hours, and a flexible attitude and willingness to assist others in the team, when required is necessary. This Job Description sets out the duties and responsibilities of the post at the time it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Where the post holder has a budgetary responsibility, it is a requirement of the role to work within the Academy’s financial regulations.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced DBS (Disclosure and Barring Service) check.

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**PERSON SPECIFICATION**

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| **Qualifications** | **Essential** | **Desirable** | **How assessed** |
| Level 2 English | **🗸** |  | Appl |
| Level 2 Maths |  | **🗸** | Appl |
| First Aid Qualification |  | **🗸** | Appl |
| A willingness to successfully complete First Aid Training | **🗸** |  | Int |

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| **Experience** | **Essential** | **Desirable** | **How assessed** |
| Experience of working with young people  |  | **🗸** | Appl/Int/Ref |
| Good understanding of, and ability to use, relevant technology e.g. photocopier, telephone switchboard | **🗸** |  | Appl/Int/Ref |
| Good keyboard and ICT skills.  | **🗸** |  | Appl/Int/Ref |
| Excellent telephone manner.  | **🗸** |  | Appl/Int/Ref |
| Ability to relate well to students, parents/carers/guardians and other adults | **🗸** |  | Appl/Int/Ref |
| Ability to work constructively as part of a team | **🗸** |  | Appl/Int/Ref |
| Understanding of school roles and responsibilities |  | **🗸** | Appl/Int/Ref |
| Willingness to participate in development and training opportunities | **🗸** |  | Appl/Int/Ref |

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| **Personal Qualities** | **Essential** | **Desirable** | **How assessed** |
| Good organisational and time management skills | **🗸** |  | Appl/Int/Ref |
| Good communication skills  | **🗸** |  | Appl/Int/Ref |

Appl = Application form Int = Interview Ref = Reference