



Oak Hill Academy West London

Attendance Officer

Job Description

Post Title	Attendance Officer
Salary/Grade:	Scale 3
Academy:	Oak Hill Academy West London
Reporting to:	West London Primary Business Manager (WLPBM)
Disclosure Level:	Enhanced
Working hours:	32.50 hours Monday-Friday Term time based working pattern of 39 working weeks per year

Main Purpose

The Attendance Officer is responsible for supporting the administrative and organisational processes within the Academy. They will also act as one of the initial points of contact for parents, visitors and other stakeholders so will be an ambassador for the Academy and embody the value, vision and ethos of the Academy in all interactions. This role will be responsible for day to day Attendance and Welfare.

Duties and Responsibilities;

General Administration

- Update and maintain the Academy calendar
- With guidance from the WLPBM, assist with managing the Academy's email inbox, ensuring the Academy meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Process completed forms from parents
- Report any issues with the Academy's IT systems
- Carry out filing, printing, photocopying and laminating
- Maintain the operation of the printer and photocopier to ensure it is ready to use at all times, resolving any issues as necessary
- Prepare new files/Arbor records for new pupils records
- Organise any files for transition of pupils
- To administer first aid and support to children when they are sent to the office due to feeling unwell / injured
- Contact parents as needed in terms of an illness or medical emergency
- Keep the first aid bags and systems stocked and up to date

Attendance Administration

- Administer Morning and Afternoon Registers
- Make first day of absence phone calls and follow up on any absence in liaison with the Attendance Lead / Safeguarding Team.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed
- Undertake Home Visits
- Report Term Time Leave to LA
- Work in conjunction with the LA's School Attendance Team to monitor and report absence
- Meet with the LA termly
- Produce Attendance Reports for the Trust, SLT, Team Leaders and LA
- Issue, monitor and report on attendance contracts
- Report Children Missing in Education
- Follow up with Schools and LA's for children moving schools
- Administering FSM
- Produce Attendance information for doors / displays

Reception

- Act as the first point of contact for parents and visitors arriving at the Academy
- Meet and greet Academy visitors for SLT
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Phone parents e.g. Late to collect pupils, forgotten PE Kit, lunch box, cancelled club etc.

Security

- Control access to the Academy in line with the Academy's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the Academy premises and report any concerns in line with the Academy's procedures

Written Communication

- Write and send email responses that are professional and uphold the Academy's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the Academy as directed by the Office Manager

Other Areas of Responsibility

- Read and follow the relevant Academy policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the Academy's health and safety policy

- Contribute to the safety of children and young people and protect them from harm

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

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Person Specification

CRITERIA	QUALITIES
Qualifications	• GCSE Maths and English (Grade C or above). • First aid trained (or willingness to complete it)
Skills and Knowledge	• Competent user of a range of ICT applications including Microsoft office and Arbor
Personal Qualities	• Able to self-manage and stay motivated. • Flexible, proactive, positive approach to work. • Demonstrate a commitment to providing a quality customer service. • Keen to work off own initiative. • The ability to absorb information. • Ability to demonstrate a high level of trust and integrity and deal sensitively and appropriately with confidential, personal information. • Be able to work as an effective team member. • Willingness to take part in all relevant training.

Notes:

This job description may be amended at any time in consultation with the postholder.

Last review date:**Next review date:****WLPBM's signature:**

Date:

Postholder's signature:

Date:
