

Job Description

Attendance Officer & Administrative Support (Business Admin Apprenticeship)

Post Holder:	
Purpose:	to provide administrative support, including data processing and management for the attendance team, this will include, ensuring that data is accurately recorded, tracking and review staff input, engaging with Staff and families make sure accurate records are reported to the DfE
Reporting to:	Senior
Liaising with:	Headteacher / SLT, other Heads of Faculty, Heads of Subject, Heads of House, Student Support Team, relevant staff with cross school responsibilities, relevant non-teaching support staff, and parents. External support staff (e.g. BEP or Local Authority)
Working Time:	36.5 hours per week, All Year round
Salary/Grade:	£19,221.60 (80% of SCP3 apprenticeship rate)
Disclosure level:	Enhanced

Main (Core) Duties	
Educational Visits Administration:	<ul style="list-style-type: none"> • Provide administrative support to the Educational Visits Co-ordinator. • Monitor and report on payment progress. • Manage visits communications between school and home.
Reception	<ul style="list-style-type: none"> • Support in the day-to-day duty rota to support during peak periods in reception. • Monitor visitor access and maintain security awareness. • Deliver an effective Reception service, including answering routine telephone calls, face to face enquiries from welcoming visitors, contractors, staff and parents. • Co-ordinate front desk activities – receipt, distribution and accurate recording of deliveries, sorting and distributing internal and external mail, both in-coming and out-going. • Manage the office stationery and inform Line Manager of items that require ordering. Keep an accurate inventory of stock. • Arrange hospitality for staff and visitors such as refreshments and food orders. Ensure that the board room is clean and tidy and cups/saucers and specialist teas are available. • Undertake occasional administrative duties for other teams as required. • Any other request which is deemed to be reasonable and within the remit of the role.
Develop support within key departments (example Attendance)	<p><i>As part of the apprenticeship role you will be asked to support and develop roles in significant administrative areas across the school such as admissions, attendance, estates or finance, below is an example of what the expectations could be within the attendance department.)</i></p> <ul style="list-style-type: none"> • Maintain and update the school record of attendance. • Communicate with families regarding student attendance to school. • Monitor submissions to the attendance record, identifying missed submissions and escalating to the senior leadership.

	<ul style="list-style-type: none"> Analyse and report on the performance of student attendance to the school attendance lead.
Other Specific Duties:	<ul style="list-style-type: none"> To be fully committed to safeguarding the welfare of children and young people. To continue personal development as agreed To promote the safe use of school facilities in line with the health and safety requirements. <p>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 to undertake work of a similar level that is not specified in this job description.</p> <p>Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.</p> <p>The school will endeavour to make any necessary adjustments to the job and the working environment for any employee who develops a disabling condition.</p> <p>This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.</p>

Person Specification
IT Support Technician

	Desirable	Essential	Method of Assessment
Knowledge/ Qualifications			
Experienced in using the Microsoft Office Suite		X	Application / Certificate
Knowledge of administrative procedures		X	Interview
Knowledge of customer service principles and practices		X	Interview
Experience of school MIS systems.	X		Interview
Good level of education at least to GCSE standard or equivalent, including Maths & English		X	Application / Certificate
Further or higher education qualification or equivalent	X		Application / Certificate
Personal Skills			
Ability to organise and prioritise workload		X	Application / Interview
Excellent oral, listening and written communication skills		X	Application / Interview
Ability to build and maintain a professional working relationship with colleagues		X	Application / Interview
Good time management skills with the ability to meet deadlines		X	Application / Interview
Willingness to attend appropriate training and development opportunities		X	Application / Interview