

Children, Young People and Learners

**Admissions, Attendance and Welfare
Officer
Downsview Primary School**

Grade 6 SCP 18-20

Role Profile and Person Specification

September 2024

CROYDON COUNCIL

Role Profile

Job Title:	Admissions, Attendance and Welfare Officer
Department:	Children, Young People and Learners
Division:	Primary Schools
Grade Range:	Grade 6 SCP 18-20
Hours:	35 hours per week term time plus 2 weeks 5 days per week (8.30am – 4.00pm, 30 minutes unpaid lunch break)
Location:	Downsview Primary & Nursery School
Reports to:	HR and Office Manager
Responsible for:	
Role Purpose and Role Dimensions:	<p>Under the instruction/guidance of senior staff: provide general administrative support and organisational processes within the school.</p> <p>Manage the administrative procedures relating to school admissions and leavers for the main school and Nursery.</p> <p>To oversee the recording and collation of evidence of pupil absences and punctuality.</p> <p>To work with the Inclusion Leader, Education Welfare Officer, colleagues, pupils and their families to improve pupil attendance and punctuality.</p>
Commitment to Diversity and Safeguarding:	<p>As a member of the School Team to take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.</p> <p>Commitment to Safeguarding: As a member of the School Team to take individual and collective professional responsibility for ensuring that our safeguarding responsibility is fully carried. Also to commit to continually developing personal understanding of safeguarding, both generally and also specifically in terms of where it relates to attendance.</p>
Key External Contacts:	Local authority officers at all levels, including the Children Missing in Education Team Staff at other schools Education Welfare Officer Visitors Parents Pupils
Key Internal Contacts:	All staff at all levels

Financial Dimensions:

Routine cash handling duties relating to sundry sales, including receiving payments and issuing receipts.
Invoicing Nursery fee income.
User of the school’s cashless payments system.
Budget holder for attendance administration and incentive schemes.

Key Areas for Decision Making:

To prioritise own workload in order to provide an efficient service to stakeholders.

Other Considerations:

Key Accountabilities and Result Areas:

Key Elements:

<p>Admissions</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Responsibility for the administration of procedures relating to school admissions ensuring that that the Council’s admissions criteria are adhered to (Nursery, Reception and In-Year) ▪ Responsible officer for Nursery admissions, including the creation of admissions statements and applications forms, allocation and notification of places and maintenance of the Nursery waiting list. ▪ Issuing half termly invoices for Nursery fee income (30 hours and marketed places), processing Nursery fee payments on the school’s cashless payments system and recording receipt of income. This will also include checking that payments for additional Nursery services, including lunch-time supervision and marketed sessions, are carried out within the given timeframes and alerting the School Business Manager if this is not the case. ▪ Organisation and participation in school Open Days and pre-admissions meetings for new Nursery and Reception parents. ▪ Assist with marketing and promotion of the school. ▪ Providing tours to prospective parents, outside of Open Days, as required. ▪ Organise the induction procedures for new children e.g. pre-application and starting tours of the school, acceptance of common transfer files via the schools’ management information system, collation and processing of admissions paperwork. ▪ Process in-year admissions and submission of in-year migration reports to the Admissions Team at the Council, in a timely manner. ▪ Support the Senior Leadership Team with the processing of admissions appeals. ▪ Responsible for the administration of school leavers (in year and transfers to secondary school) including removal from the school’s management information system, creation and submission of common transfer files and preparation of pupil record files, including confidential safeguarding information, for postage to receiving schools. ▪ Checking children have started at new schools and off-rolling. ▪ Putting new children on roll and requesting files and information, including safeguarding records, from previous schools. ▪ Responsible for collating and filing of pupil record files for new and in-year admissions. ▪ Contribute to the planning, development and organisation of support service systems/procedures/policies relating to school admissions. ▪ Maintain manual and computerised pupil data on school’s chosen management information system and produce class lists and reports using the school’s management information system, as required.
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<p>Attendance:</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Promote an expectation of good attendance with pupils and families. ▪ Check completion of electronic registers and record absences and liaise with staff accordingly. ▪ Identifying and following up unauthorised absence codes, obtaining and filing evidence relating to pupil absences and keeping detailed records of attendance monitoring and action taken. ▪ Promote a positive image of education in the wider community through contact with families and pupils. ▪ Ensure appropriate processes are in place for the recognition of good or improved attendance. ▪ Be involved in assemblies that recognise good or improved attendance. ▪ Contribute to displays to support good attendance. ▪ Issuing certificates of attendance and achievement and letters of attendance, as required. ▪ Support a commitment to the importance of good pupil attendance. ▪ Promote the development of effective school attendance policy and procedures. ▪ Contribute to the planning, development and organisation of support service systems/procedures/policies relating to attendance and punctuality. ▪ Establish constructive relationships and communicate with other colleagues, pupils, parents, agencies and professionals to promote good attendance and share good practice. ▪ Attend and participate in regular meetings to support pupil attendance. ▪ Monitoring pupil punctuality and attendance. Action any required follow up in consultation with the Inclusion Lead/Education Welfare Officer, logging any concerns and actions taken on CPOMs and record spreadsheets. ▪ Working with the Education Welfare Officer to check and identify children who are below 95% attendance, reporting any concerns to the Inclusion Lead. ▪ Working with the Education Welfare Officer to issue attendance and punctuality letters where there are concerns and logging findings/actions taken on CPOMS and record spreadsheets. ▪ Monitoring children who are regularly collected from school early and action any required follow up in consultation with the Inclusion Lead/Education Welfare Officer, logging any concerns and actions taken on CPOMs and record spreadsheets. ▪ Making referrals for children who are missing in education and following up on correspondence with parents/carers, as required. ▪ Processing requests for pupil's Leave of Absence during term time in consultation with the Headteacher and Inclusion Leader. ▪ Analysing and evaluating information relating to attendance and punctuality and producing reports/information/data as required. ▪ Carry out home visits, with another member of staff / Education Welfare Officer, in accordance with the school's Attendance Policy.
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<p>Administration</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Responding to routine admissions and attendance correspondence by letter and email. ▪ Complete standard forms and respond to routine correspondence, as required for the post. ▪ Undertake typing and word processing and other IT based tasks, as required. ▪ Undertake routine administrative procedures as required by the Senior Leadership Team. ▪ Operate and undertake routine financial administration relating to sundry sales, e.g. uniform, book bags, water bottles, including receiving payments and issuing receipts. ▪ Promoting and administering applications for free school meals for benefits related free meals and for those with No Recourse to Public Funds, in order to maximise the school's Pupil Premium funding. Processing free school meals application appeals, as necessary, and notifying relevant staff of the outcome of applications. ▪ Use ICT packages (e.g. word, excel, databases, spreadsheets, Internet) ▪ Provide general advice and guidance to staff, pupils and others. ▪ Assist with completion of complex forms, returns etc., including those to outside agencies e.g. Department for Education Pupil Census returns. ▪ Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the relevant person. ▪ To be responsible for the retention of documents in line with school retention policy in relation to post. ▪ Build positive working relationships with colleagues, pupils and families. ▪ Participate in training and other learning activities and performance development, as required. ▪ Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.
<p>Organisation</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Covering the following duties during the Administrator Receptionist's in their absence: <ul style="list-style-type: none"> - Reception duties, face to face enquiries and incoming telephone calls. - Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc., as required. - Provide general administrative support to the school, as required.
<p>Resources</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Operate relevant equipment/ICT packages (e.g. word, excel, databases, spreadsheets, Internet). ▪ Provide general advice and guidance to staff, pupils and others.

Responsibilities	This will involve: <ul style="list-style-type: none">▪ Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.▪ Be aware of and support difference and ensure equal opportunities for all.▪ Contribute to the overall ethos/work/aims of the school.▪ Appreciate and support the role of other professionals.▪ Attend and participate in relevant meetings as required.▪ Participate in training and other learning activities and performance development as required.
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Key Accountabilities and Result Areas:

Green Statement

Key Elements:

This will involve:

- Seek opportunities for contributing to sustainable development of the borough, in accordance with the council's Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.

Data Protection

This will involve:

- To be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- To maintain client records and archive systems, in accordance with departmental procedure, policy and statutory requirements.

Confidentiality

This will involve:

- You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities

This will involve:

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

Customer Care

This will involve:

- Able to demonstrate a commitment to the council's Customer Care Policy

Health and Safety

This will involve:

- Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

Key Accountabilities and Result Areas:

To contribute as an effective and collaborative member of the School Team

Key Elements:

This will involve:

- To participate in training to be able to demonstrate competence.
- To participate in first aid training as required.
- Participating in the on-going development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School Service
- Supporting Customer Focus, Best Value and electronic management of processes.
- Actively sharing feedback on School policies and interventions

Person Specification

Job Title:

Admissions, Attendance and Welfare Officer

Essential knowledge:

- NVQ3 or equivalent qualification or experience in relevant discipline.
- Appropriate knowledge of first aid.
- Knowledge of relevant policies/codes of practice & awareness of relevant legislation.

Essential skills and abilities:

- Excellent numeracy/literacy skills.
- Excellent communication skills together with the ability to communicate fluently in English to fulfil the requirements of the post
- Effective use of ICT packages.
- Use of relevant equipment/resources.
- Excellent ICT skills.
- Ability to relate well to children and adults.
- Displays commitment to the protection and safeguarding of children and young people.
- Work constructively as part of a team, understanding school roles and responsibilities and own position within these.
- Ability to identify own training and development needs and cooperate with means to address these.

Essential experience:

- Prior experience of admissions and attendance work in a school office environment and operation of relevant administration systems.

Special conditions:

- Appointments subject to completion of successful enhanced DBS check.
- Prepared to present a smart and professional appearance.
- Be articulate, able to communicate effectively and accurately in oral and written form.