POST TITLE: Attendance and Family Support Officer	**GRADE: 5 (SCP 11-15)0**
RESPONSIBLE TO: Assistant Head - Attendance	

Responsible for:
The attendance and Family Support Officer will be responsible for improving the attendance of specific groups of students at Clevedon School, which will include (but not be limited to) disadvantaged students and students with additional educational needs. This is accomplished by daily liaison with families and holding face-to-face interactions. Additionally, the successful candidate will form part of the wider attendance team and be heavily involved in diagnosing, supporting and improving attendance across the whole school.

Purpose of role:

The Attendance and Family Support Officer will work directly with our parents/carers to provide the best possible support to promote positive attendance at school.

Through creative approaches, existing school processes and legislative support, they will find ways to make the education system as inclusive and accessible as possible, in order to increase engagement and attendance.

The postholder will ensure that parents/carers have timely, useful information about their young person's attendance and engagement with school, showing how further progress would be with regular attendance at school. They will ensure that the parent/carer voice is heard in the school and that this voice informs decision making.

The postholder will work and collaborate with pastoral staff including their Attendance Officer colleague to support improved attendance and work with the Educational Welfare Officer and other outside agencies to support families, in turn resulting in improved attendance.

They will accurately oversee the school's legal obligations for each family they are working with, ensuring regulatory compliance.

Main Accountabilities:

Relationships

- Build and develop positive ongoing relationships with identified parents/carers/families. Empower them to overcome challenges, provide advice and guidance to enable them to find sustainable solutions to barriers to good attendance.
- Support families to understand and access the education system, to develop their skills and to engage with the processes that support their young people through a mixture of 1-2-1 and small group.
- Act as an advocate for pupils and their families by brokering support from agencies regarding issues such as health, benefits, employment, and housing.
- Work closely with relevant school staff and external parties. Provide and receive feedback regarding pupil and parent/carer progress and give advice and guidance regarding possible strategies to support pupils' attendance.
- Use effective oral communication skills and deal sensitively with emotional, contentious, or

distressing situations. Ensure parents/carers who do not have English as a First Language have access to communication in home language as required. Ensure that the communication with parents/carers (letters, website, newsletter etc.) is accessible.

- Attend and participate in case conferences, internal and external and multi-agency meetings as required.
- Work closely with the Designated Safeguarding Lead (DSL) and ensure any Child Protection disclosures or pastoral concerns are dealt with sensitively and referred appropriately in line with Safeguarding policy and procedures.
- Liaise with primary schools strategically to help ease the transition for parents/carers and to help forge a bridge between primary and secondary school, particularly for those with barriers to good attendance.

Data Protection and Safeguarding:

- Work within the requirements of Data Protection at all times.
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General:

- The post-holder will be expected to exemplify the Trust values of Respect, Opportunity, Collaboration and Aspiration and demonstrate trust behaviours as outlined in "The Futura Way".
- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection and welfare of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order. https://www.gov.uk/government/collections/dbs-filtering-guidance '

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Your suitability to work with children and young people will form part of the selection process. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

Person Specification	**Essential (E) or Desirable (D)**
Education/Qualifications	

Good general education to GCSE Level including Numeracy and Literacy equivalent to GCSE Grade C, or Level 3 on the national vocational framework.	**E**
Good ICT Skills	**E**
Experience	
Working as part of a team in a busy office environment	**E**
	D
Experience of working in education, preferably in a school	**D**
Behaviours	
Able to demonstrate Futura values and how to live them in the workplace	**E**
Committed to continuous professional development	**E**
Committed to a team collaborative approach	**E**
Operates with integrity	**E**
Skills	
Excellent verbal and written communication skills	**E**
Flexible approach to work	**E**
Positive & Reliable	**E**
Ability to carry out tasks given quickly and competently	**E**
Good level of IK skills including Outlook and MS Office	**E**
Ability to prioritise and multi-task	**E**