

## JOB DESCRIPTION

**Job Title:** Attendance / Welfare Administration Officer

**Grade:** 5

**Salary:** SCP 16 – SCP 20

**Conditions of Service:** Support Staff Contract of Employment

**Responsible to:** Principal / Senior Leadership Team

### **Statement of Purpose**

To work under the direction and guidance of senior staff to provide general administrative support to the school in relation to the attendance and welfare of pupils, in order that attendance can be improved across the school

### **Support to School**

- To liaise with parents, outside agencies, education welfare and other agencies with regard to attendance and punctuality issues.
- Support the school attendance policy by liaising and working with other key pastoral staff and senior leaders.
- To work directly with individuals or groups in respect of attendance and welfare.
- To raise self-esteem and confidence of learners with a view to improve personal and social skills.
- Supporting parents and learners in crisis, liaising with identified personnel.
- Develop 1:1 mentoring arrangements with pupils and provide support for vulnerable pupils in relation to their attendance.
- Provide feedback to staff in relation to pupil's attendance.
- To ensure timely production of attendance statistics.
- Take appropriate messages as necessary in accordance with attendance and welfare issues.
- Ensure that all visitors to the school are signed in and out and provided with the correct visitor badge as required.
- Use the school computer system to locate students as required.
- Responsible for telephoning parents/carers to ascertain the reasons for students' absences.
- Follow up outstanding absences in liaison with staff and parents and report as required to senior management.
- To liaise with appropriate internal/ external stakeholders with regard to attendance.
- Follow up on absent students, ensuring effective communication.
- Sign in late pupils and endorse school policy with regards to punctuality.
- Issue off- site passes when necessary.
- Enforce school rules on uniform and appearance.
- Assist with all student enquiries, liaising with parents and staff as necessary.
- Provide advice and guidance to pupils/parents/staff etc.

- Undertake truancy calls plus follow-up with referrals to Education Welfare Officer/appropriate authority.
- Assist with pupil welfare duties; liaise with parents/staff etc.
- Maintain manual and computerised records/management information systems such as Arbor and Star Attendance.
- Produce lists/information/data as required, e.g. Absence data.
- Liaise with appropriate senior staff and the Education Welfare Officer/appropriate authority allocated to the school on a regular basis with regard to student absence.
- Undertake routine clerical/administrative procedures e.g. produce official registers, photocopying, filing, emailing, completing routine forms, responding to routine correspondence.
- Operate relevant equipment/computer applications (e.g. Word, Excel, databases, spreadsheets, Internet).
- Contribute to the planning/development/organisation of support service/ procedures in relation to attendance.
- Communicate and liaise with pupils and their parents/carers in respect of attendance and well-being.
- Provide advice and guidance to staff, pupils and others.
- Deal with pupils taken ill during the day
- To initiate appropriate legal action along with Education Welfare Service (EWS) (or equivalent body) to ensure the school is carrying out its statutory responsibility in respect of students. This will include preparing statements, attending and presenting evidence or request the issuing of penalty notice fines or other legal sanctions and completion of Early Assessments.

### **Support to Administration**

- Support with general administration task across the school as required.

### **Support to First Aid**

- To administer first aid to students and staff and visitors as required.
- To liaise with parents/carers over student medical and first aid issues.
- To be responsible for medicine, which students need to take in school.
- Maintain records of first aid administered and school accident book.
- Liaise with relevant and appropriate staff in respect of students with specific medical needs.

### **Support to School** (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- 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, support 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.
- Assist with pupil needs as appropriate during the school day.

**Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<p><b>Knowledge / Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills.</li> <li>• Effective use of ICT packages.</li> <li>• Ability to use relevant equipment/resources. Good keyboard skills.</li> <li>• Knowledge or relevant policies/codes of practice and awareness of relevant legislation.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Ability to relate well to children and to adults.</li> <li>• Good organising, planning and prioritising skills.</li> <li>• Methodical with a good attention to detail.</li> <li>• Ability to prioritise</li> <li>• Ability to work on own initiative</li> </ul>	APP/I
	<p><b>Qualifications/Training</b></p> <ul style="list-style-type: none"> <li>• NVQ Level 2 Business and Administration or equivalent qualification or experience in a relevant discipline</li> <li>• First Aid Certificate</li> <li>• Microsoft Excel/Word Training</li> <li>• CLAIT/RSA 2 or equivalent qualification</li> </ul>	APP/I

	<p><b>Behavioural Attributes</b></p> <p>Customer focused.</p> <ul style="list-style-type: none"> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	<p>APP / I</p>
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**MEASURED BY KEY:**

APP = Application form   ASS = Assessment activities   I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**JC – 19/06/2024**

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.