

Job title:	Attendance and Welfare Officer	Salary:	From £20,575.87 to £24,667.28 Actual Pay [£22,857.00 - £27,402.00 FTE]	Contract term:	Permanent, 37.5 hours per week and 41 weeks per year
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Responsible to:	Assistant and Vice Principals Pastoral and Senior Administration Officer	Responsible for:	N/A
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<u>Mossbourne Federation</u>
<p>The Mossbourne Federation is the realisation of Sir Clive Bourne’s dream to provide the children of Hackney with an outstanding education. Over the last twelve years the Federation has nurtured Sir Clive’s dream by fostering kind, courteous, hard-working and well-rounded learners by providing an outstanding education based on the core values of ‘Excellence’, ‘No Excuses’ and ‘Unity’. Through upholding these core values, Mossbourne will be first academy federation whose schools are without exception, exceptional.</p> <p>The Federation’s calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within the Federation.</p> <p>The Mossbourne Federation comprises four academies: Mossbourne Community Academy (secondary and 6th Form), Mossbourne Victoria Park Academy (secondary), Mossbourne Parkside Academy (primary) and Mossbourne Riverside Academy (primary).</p>

<u>Mossbourne Community Academy</u>
<p>The federation’s flagship school Mossbourne Community Academy (MCA) is built on high expectations, and doing right by the students in order for them to succeed. MCA has not only changed the face of education in Hackney, but has also raised the bar in educational expectations to the highest level, achieving recognition nationally for setting a new benchmark for non-selective comprehensive education. All students regardless of background or ability are encouraged to achieve and fulfil their true potential. With outstanding GCSE and A-level results Mossbourne Community Academy is placed in the top 1% of schools in the country furthermore 86% of MCA students achieve 5, A*-C GCSE including English Language and Mathematics.</p>

<u>The Attendance and Welfare Officer Role</u>
<p>The Attendance and Welfare Officer will work alongside key academy staff to promote outstanding attendance, reduce levels of absence and work with students and their families to promote high levels of attendance. As the Attendance and Welfare Officer, you will be responsible for monitoring and managing student attendance and punctuality from Years 7 - 13. The job description sets out the main duties of the role, however, your duties may vary from time to time to suit the requirements of the Academy. The Attendance Officer will be required to support colleagues within the administrative team with whole academy administration tasks.</p>

Key Accountabilities

The post holder is responsible for:

- Ensuring that the register is taken for each period across the Academy to ensure there are no missing marks or unexplained absences;
- To communicate with teaching staff when registers are inaccurately coded and incomplete and to ensure errors are remedied in a timely fashion;
- To actively locate pupils if necessary;
- To record pupil lateness and reasons for absence in SIMS;
- To prepare manual registers when necessary;
- To input data into SIMS from manual registers, when necessary, and remind any necessary staff to complete registers;
- Input attendance codes for trips, events and calendared changes i.e. exams, trips, sporting events, work-based learning appointments, absence reports etc. and keep Heads of Year up to date;
- To ensure the accurate coding and querying miscellaneous coding;
- To liaise with parents and follow Academy Policy of 'first day contact' with the Academy;
- Follow attendance policy and send out letters as required;
- To work closely with Heads of Year, Form Tutors and Office Team to ensure the accurate recording of lateness and absence, amending records where necessary;
- To take telephone calls from parents and carers regarding absent pupils and deal with any follow up queries;
- To telephone parents when a student is absent and establish the reason for absence;
- To identify and prioritise students whose attendance is a cause for concern and contact parents to raise awareness of non-attendance and possible consequences;
- To arrange and hold appointments with parents, Heads of Year and the Hackney Learning Trust Attendance Officer when required;
- To meet with Heads of Year and the Hackney Learning Trust Attendance Officer on a weekly basis, to keep a record of the discussion and to action agreed strategies;
- To monitor attendance on SIMS and identify concerns through weekly analysis of attendance data;
- To closely liaise with Heads of Year, Assistant and Vice Principals of Pastoral over attendance concerns, providing reports, analysis and administrative support when required;
- To fully operate SIMS in order to enable the development and production of reports and analysis of information and statistics;
- To produce regular attendance statistics and returns required by the Academy, Local authority and DfES. Provide the Vice Principal of Pastoral with an annual report on attendance for analysis by Academy governors;
- To implement and manage automated attendance systems e.g. Truancy Call;
- To manage the safe registration of all students in the event of an emergency and
- To support the smooth running of the Academy by supporting colleagues in the administration team as and when necessary;
- To undertake any necessary training and development;

- To undertake such other duties appropriate to the grade as may from time to time be required by the Academy as directed by the Principal;
- Comply with and assist with the policies and procedure relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

The Mossbourne Federation is actively seeking to increase the proportion of our workforce who come from diverse backgrounds. We particularly welcome applications from people of Black, Asian and other minority ethnic descent. Injustice, discrimination and intolerance go against the core tenets of the Mossbourne ethos. We actively reject discrimination in our academies through continuous review of our working policies & practices across the federation, including at board level. We are committed to developing and supporting inclusivity, diversity and anti-racism in every facet of what we do.

PERSON SPECIFICATION	
Essential [E] or Desirable [D]	Requirements
Technical Experience	
E	<ul style="list-style-type: none"> • Experience of using SIMS database
E	<ul style="list-style-type: none"> • Experience of working in an Academy setting
E	<ul style="list-style-type: none"> • Experience of working with the general public
E	<ul style="list-style-type: none"> • Experience of outbound telephone calling to parents
Personal Skills	
E	<ul style="list-style-type: none"> • Excellent interpersonal skills and be able to communicate effectively.
E	<ul style="list-style-type: none"> • Ability to handle confrontation situations in a diplomatic and assertive manner and can mutually agree an outcome
E	<ul style="list-style-type: none"> • Ability to develop good relations with staff, pupils and the wider academy
IT Skills	
E	<ul style="list-style-type: none"> • Expert knowledge of the Microsoft package (Word, Excel, Outlook, Publisher, PowerPoint) and using the internet
D	<ul style="list-style-type: none"> • Fast and accurate keyboard skills
E	<ul style="list-style-type: none"> • Good understanding of database – including ability to use database to procedure reports and statistics
E	<ul style="list-style-type: none"> • Ability to use Microsoft word and excel to format documents, workbooks and spreadsheets
Administrative Skills	
D	<ul style="list-style-type: none"> • Experience of using, maintaining and developing administrative systems
D	<ul style="list-style-type: none"> • Capable of finding solutions to administrative problems
E	<ul style="list-style-type: none"> • Knowledge of how to input data on to SIMS to record student lateness and absence
E	<ul style="list-style-type: none"> • Ability to collate and forward accurate information to academy, education welfare and parents/carers
E	<ul style="list-style-type: none"> • Experience of producing and maintaining report and records relating to attendance and punctuality

Behavioural Competencies	
E	<ul style="list-style-type: none"> Ability to work effectively over the phone
D	<ul style="list-style-type: none"> Strategic approach, ability to see the 'big picture' and also think 'outside of the box'
E	<ul style="list-style-type: none"> Must be able to work as part of a team as well as on initiative, with the ability to prioritise workload
E	<ul style="list-style-type: none"> Ability to work under pressure and ensure all deadlines are met
E	<ul style="list-style-type: none"> Must be well organised
E	<ul style="list-style-type: none"> Proactive approach and efficient time management and prioritisation skills
E	<ul style="list-style-type: none"> Genuine interest in the attendance and punctuality of young people and ability to contribute more widely to the life and community of the Federation
D	<ul style="list-style-type: none"> Must be able to demonstrate competent standards of literacy and numeracy.
Applicable to all staff	
E	<ul style="list-style-type: none"> Undertake training as required to so in order to fulfil the requirements of the role
E	<ul style="list-style-type: none"> Support Mossbourne Community Academy's efforts both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings
D	<ul style="list-style-type: none"> Recognise your role as part of the succession of Mossbourne
E	<ul style="list-style-type: none"> Play an active role in terms of Safeguarding all students and adults

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.