



Job Description and Person Specification

Attendance and Welfare Officer

St Thomas More Language College

Grade: Scale 4

Reporting to: Headteacher's Personal Assistant (PA)
& Senior Leadership Team (SLT) Support

The Saint John Southworth Catholic Academy Trust (and its commercial trading subsidiary and registered charitable foundation) is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

This is a school-based role that will involve contact with children.

Job Description

Key Duties and Responsibilities

- To follow safeguarding procedures when attendance concerns indicate potential welfare issues
- To work with colleagues to implement strategies for improving attendance
- To accurately record pupil attendance and punctuality using the school's management information system (MIS), Arbor
- To ensure registers are completed promptly and follow up on missing marks
- To monitor and track pupil attendance daily, maintaining accurate records
- To contact parents/carers regarding unexplained absences and record outcomes
- To escalate concerns about persistent absence to the Attendance Lead or SLT
- To maintain up-to-date attendance records in line with statutory requirements
- To produce weekly, termly and annual attendance reports for SLT, Governors and external agencies
- To analyse attendance data to identify patterns and trends, supporting targeted interventions
- To attend meetings with families to discuss attendance concerns and agree on action plans
- To support pupils with barriers to attendance, signposting to appropriate support services
- To ensure compliance with statutory attendance regulations and school policies
- To liaise with external agencies such as the Local Authority and Education Welfare Officer regarding persistent absence cases
- To draft and send attendance-related correspondence to families
- To provide general administrative support related to attendance, including filing and record-keeping
- To report concerns promptly to the Designated Safeguarding Lead
- To maintain confidentiality and always adhere to data protection requirements
- To maintain first aid boxes
- To be a named First Aider at the school and deal with First Aid for pupils and staff, ensuring timely and appropriate response to incidents
- To monitor sick or injured students in the welfare room and liaise with parents/carers when required
- To maintain accurate records of medical incidents and ensure first aid supplies are kept up to date
- To support the school's health, safety and wellbeing procedures in line with statutory guidance

Corporate Responsibilities

- To contribute to a working environment underpinned by the principles of Catholic Social Teaching
- To ensure probity, propriety and adherence to the Nolan Principles both in personal conduct and throughout the Trust
- To comply with policies and procedures relating to safeguarding and report any such suspicions, no matter how small, to the Designated Safeguarding Lead or in the case of concerns about a member of staff, the Headteacher
- To comply with all other policies, procedures, working practices and regulations, in particular, Equality and Diversity, Health and Safety, Confidentiality, Data Protection and Financial Regulations in line with our Scheme of Delegation
- To be accountable to and carry out any reasonable request from the Headteacher(s) / Line Manager

Professional Development

- To be committed to own professional development
- To establish and participate in training opportunities, meetings and networks to support and maintain excellent skills, techniques and knowledge
- To seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities
- To undergo regular observations and participate in regular in-service training (INSET) as part of continuing professional development (CPD)

Fluency Duty

In line with Part 7 of the Immigration Act 2016, the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role, the post holder is required to meet the advanced fluency level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly
- Explain difficult concepts simply without hindering the natural smooth flow of language
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in the Trust

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check with Children's Barred List.

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. The amendments to the ROA 1974 (Exceptions Order 1975, (amended 2013 and 2020)) provides that when applying for certain jobs, certain spent convictions and cautions are protected and they do not need to be disclosed to employers. If they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#) and further information about filtering offences can be found in [DBS filtering guide](#).

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Date: June 2026

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks.



Post holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager.

This job description will be reviewed with the post holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.

Name: _____

Signature: _____

Date: _____

Person Specification

	Essential Requirements	Desirable Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> • Minimum of five GCSEs (A-C/ 4+) including English and Maths or equivalent • First aid training (or willingness to complete it) 		<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Carrying out administrative tasks • Dealing with face-to face and telephone interactions • Working with children or young people • Working and collaborating within a team 	<ul style="list-style-type: none"> • Working within a school or educational setting • Experience in attendance management or school settings • Experience providing first aid or welfare support in an educational setting 	<ul style="list-style-type: none"> • Application • Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> • Understands safeguarding procedures and is fully aware of Keeping Children Safe In Education and keeps knowledge up to date • Has an understanding of attendance procedures • Ability to respond quickly and effectively to issues that arise • Excellent attention to detail • Ability to remain calm, composed, and professional during busy or high pressure situations 	<ul style="list-style-type: none"> • Knowledge of statutory attendance regulations 	<ul style="list-style-type: none"> • Application • Interview • References

	<ul style="list-style-type: none"> • Ability to use relevant office equipment effectively • Understanding of data protection and confidentiality • Ability to use their initiative and work unsupervised • Working knowledge of Microsoft Office Software, e.g. Excel and Word • Excellent literacy, numerical, analytical and problem-solving skills • A proactive approach to identifying and resolving issues creatively and flexibly • Ability to communicate effectively both orally and in writing to parents, local authorities and senior leaders • Excellent stakeholder service skills and the ability to understand the needs of the school • Excellent organisational and time management skills and the ability to prioritise work for oneself • Ability to disseminate knowledge and good practice to other members of the school 		
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	<ul style="list-style-type: none"> • Understanding of the need to meet internal and external deadlines 		
Character and Values	<ul style="list-style-type: none"> • High commitment to safeguarding and promoting the welfare of children • Commitment to promoting the Catholic ethos and values of the school and getting the best outcomes for all pupils • Excellent record of attendance and punctuality • Ability to relate to and communicate with a wide range of stakeholders (staff, contractors, pupils, etc.) with a calm and courteous manner • Has self-motivation and personal drive to complete tasks to the required timescales and quality standards • Commitment to continuous self-development including undertaking training in key areas 		<ul style="list-style-type: none"> • Application • Interview
Personal Circumstances	<ul style="list-style-type: none"> • Legally entitled to work in the UK • Ability to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act 2010 	<ul style="list-style-type: none"> • Flexibility to support out of hours activity on occasion 	<ul style="list-style-type: none"> • Application • References • Interview