



Job Description: Attendance and Wellbeing Officer

School: West Park Our Values: Hard Work • Resilience • Achievement • Kindness
Our Spirit: The West Park Family

- Position Title: Attendance and Wellbeing Officer
- Salary: NJC 12, FTE, £28,598 to NJC 16, £30,518
- Department: Pastoral Care / Safeguarding & Inclusion
- Reporting To: Attendance Officer / Headteacher
- Position Type: Full-time (Term-Time Only) 2 year fixed term initially
- Location: On-site with occasional home visits

Overview

West Park is more than a school — it's a community built on trust, care, and shared purpose. We are proud of our strong sense of belonging, and we are looking for an Attendance and Wellbeing Officer who will become a valued part of our **West Park family**.

In this role, you will be a warm, steady presence for pupils and families, helping to ensure that every child feels supported, included, and able to thrive. Guided by our values of **hard work, resilience, achievement, and kindness**, you will help strengthen the relationships that make West Park such a special place to learn and grow. You will identify families needing early help, address persistent school absence, and deliver early interventions to prevent families from reaching a point of crisis.

Key Responsibilities

Attendance & Engagement

- Monitor attendance and punctuality with care and attention, noticing early when a child or family may need support.
- Work with pupils and families to understand the reasons behind attendance challenges, approaching every conversation with **kindness**, patience, and respect.
- Carry out home visits where appropriate, offering reassurance and practical help as a trusted representative of the West Park community.
- Develop attendance plans that inspire pupils to work hard, build **resilience**, and take pride in their **achievements**.
- Collaborate closely with pastoral and safeguarding teams to ensure early, compassionate intervention.



Wellbeing & Safeguarding

- Act as a trusted safeguarding contact within West Park, always prioritising the safety and wellbeing of our pupils.
- Recognise when a child may be struggling emotionally, socially, or at home, and ensure they receive timely, appropriate support.
- Offer calm, steady guidance to pupils facing challenges, modelling the **kindness** and understanding that define our school.
- Maintain accurate, confidential records that reflect the care and professionalism of the role.

Family & Community Support

- Build warm, positive relationships with parents and carers, helping them feel welcomed and valued as part of the **West Park family**.
- Provide clear, friendly guidance on attendance expectations, wellbeing support, and the help available.
- Encourage families to work in partnership with the school, reinforcing the importance of **hard work** and shared responsibility.
- Work closely with external agencies to ensure families receive joined-up, meaningful support that strengthens our wider community.
- Coordinate external support by referring families to housing associations, food banks, mental health services, and social care.
- Maintain confidential records on secure school systems (e.g., CPOMS) ensuring all interactions are logged accurately.

School Collaboration

- Be an active, valued member of the West Park team, working closely with leaders, teachers, and support staff.
- Contribute thoughtfully to meetings, case discussions, and attendance panels.
- Share insights and updates that help the school understand trends and respond effectively.
- Support whole-school efforts to nurture wellbeing, inclusion, and a culture where every child can **achieve** and feel proud to belong.

Skills & Competencies

- Strong understanding of safeguarding, child protection, and attendance procedures.
- Warm, confident communication skills with the ability to connect with children, families, and colleagues.
- A calm, solution-focused approach to challenges.
- Ability to manage a varied caseload with **resilience**, organisation, and care.
- High levels of professionalism, discretion, and emotional intelligence.



Qualifications & Experience

- Experience working with children, young people, or families in education, social care, or community settings.
- Understanding of attendance processes, wellbeing support, and safeguarding frameworks.
- Relevant qualification in education, social care, youth work, or similar (e.g., NVQ Level 3/4 in Childcare, Social Care, Youth Work, or a relevant degree.)
- Full driving licence (if home visits are required).

Personal Attributes

- Someone who naturally embodies **kindness**, patience, and empathy.
- Committed to helping every child at West Park feel seen, supported, and capable of success.
- Able to stay calm and grounded in challenging situations.
- Motivated, organised, and ready to work hard for the good of our pupils and community.
- Believes in the power of **resilience** and encourages it in others.
- Proud to be part of — and contribute to — the **West Park family**