

CITY ACADEMY NORWICH JOB DESCRIPTION

ATTENDANCE CASE MANAGER

Line Managers job title:	Deputy Headteacher
Salary:	Scale Point 23-28 Support Staff Scale FTE: (£32,076 -£36,648) per annum Pro Rata: £28,586 - £ 33,209 (subject to holiday entitlement)
Tenure:	Permanent
Contract type:	Term-time plus 2 weeks
Hours per week:	37

THE POST

City Academy Norwich is a member of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 10 primary and 7 secondary schools.

We are looking for a hard-working and enthusiastic person with high standards and the ability to communicate and interact effectively with a range of stakeholders as part of our school as an Attendance Case Manager. You will work as part of a small team with line management responsibility for the Attendance Assistant.

Attendance is a priority for our Academy and nationally and as an Attendance Case Manager you will play a key role in undertaking the management of attendance records to support students to achieve excellent attendance.

You will contribute to raising achievement by improving student attendance by:

- Providing a specialist service to assist the Academy in meeting their obligations and targets in relation to attendance, especially persistent absence.
- Promoting positive attitudes to students and families towards education and to ensure that parents/carers are made fully aware of their statutory responsibilities.
- Making contact with families, sometimes in their own homes, to assess the reasons impacting on the attendance of individual students, facilitating their return or access to regular full time education provision.
- Establishing and developing a professional service to support the school in raising attendance, investigating persistent absences and improving punctuality.

The first six months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written notice. The Trust may, at its absolute discretion, extend this period for up to a further six months. During this probationary period, performance and suitability for continued employment will be monitored.

PERSON SPECIFICATION

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Be able to multi-task and work under pressure;
- Be flexible and resilient in managing and executing their daily responsibilities;
- Able to demonstrate strong planning and organisational skills;
- Willingness to accept responsibility for your own actions;
- The ability to prioritise effectively, meet deadlines and accept challenges.

Personal Qualities

Demonstrate an understanding of issues that may affect a student's ability to attend lessons;

- Sensitivity and understanding, to help build good relationships with pupils and parents / carers
- A commitment to getting the best outcomes for all pupils, and promoting the ethos and values of the school
- Commitment to maintaining confidentiality at all times and use tact, diplomacy and empathy where necessary;
- Commitment to safeguarding pupil's wellbeing and equality
- Resilient, positive, forward looking and enthusiastic about making a difference
- The ability to work as a part of a team, as well as on their own initiative;
- Ability to communicate effectively both orally and in writing especially with students, parents/carers, school staff, the NCC Attendance Team, Education Welfare Service, social workers and other professionals;
- Ability to persuade and negotiate as well as good interpersonal / communication skills;
- Ability to overcome communication barriers with children and students;
- Ability to listen effectively;
- Ability to maintain accurate and up to date records;
- Ability to meet tight deadlines and plan and manage own time effectively;
- Demonstrate an ability to cope with stressful / conflict situations
- Ideally demonstrate knowledge of attendance regulations.
- Adaptable, imaginative, creative, and flexible in approach to the work;
- Self-motivating and the ability to identify your own training needs and a willingness to attend relevant / statutory training courses or other training;

- Be prepared to occasionally attend meetings outside of office hours;
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with;
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace;
- Ensure that all duties and services provided are in accordance with the school's Equal Opportunities Policy.
- The Trust is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share in this commitment.
- To ensure compliance of Data Protection at all times.

Qualifications & Experience

The qualifications and experience required of an Attendance Officer are:

- A good level of literacy and numeracy
- Relevant or equivalent experience within school attendance related services would be an advantage;
- Experience of working with children, young people, parents, and families preferably within an educational context would be an advantage;
- Experience of working with professionals from other agencies and in a multi-agency context;
- Using IT systems to compile reports as well as analysing statistical data for monitoring purposes;
- A full driving licence is required

JOB SPECIFICATION

Generic Responsibilities

The Attendance Case Manger will contribute to raising achievement by improving student attendance they will also;

- Be required to comply with the SET Code of Conduct for Staff and Volunteers.
- Have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.
- Participate in the Academy's programme of Performance Management and Continuing Professional Development.
- Attend training and meetings as necessary and cascade any relevant information to relevant staff and stakeholders as appropriate.
- Be an excellent role model for all members of staff and for students in all aspects of academy life. To be an exemplar of all academy policies and practices to include risk assessments as appropriate. To actively promote the aims of the Academy.
- Support, promote and comply with decisions and policies agreed by the SLT and the Trust.

- To undertake any other similar duties of this level as required by the Headteacher / SLT.

Sapientia Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Specific Responsibilities

Specific Responsibilities

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

The Attendance Case Manager is responsible to the Deputy Head to:

- Contribute to and implement the school's attendance policy.
- Engage with pupils and their families in promoting good attendance.
- Provide administrative support to the whole attendance system e.g. Sims updates and administrative tasks.
- Work closely with Progress Leaders, the Senior Leader for Attendance, broader pastoral team and administrative team to establish the reason for non-attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- Co-ordinate, delegate and/or personally manage interventions for students with an attendance as a key barrier to learning.
- Lead Fast Track meetings and take the minutes, and where necessary, engage with court proceedings
- Undertake general clerical duties and use IT systems to produce reports, often to tight timescales, using word processing and record information including statistical data
- Conduct home visits to promote good attendance
- To liaise and work with external services as well as other professionals e.g. the LA Court Officer / NCC attendance team to ensure the Academy is carrying out its statutory responsibility in respect of students. This will include preparing statements, attending, and presenting evidence and completion of referrals to external agencies.
- Complete applications for fixed penalty fines and or referrals for court action
- Undertake Designated Safeguarding Lead (DSL) training and keep this up to date through regular refresher / update training
- Be fully aware of and carry out all work in line with Child Protection Procedures. This may involve attending or providing information for case conferences, strategy, and planning meetings as well as core groups or other meetings in relation to child protection cases that require input
- Line Manage the Attendance Assistant
- Manage and prioritise your own workload in line with service requirements.
- Acquire and maintain a working knowledge of the statutory framework relating to school attendance, child employment, child protection and special needs to be able to offer information to parents, school staff and others.

HOURS OF WORK

Paid Weeks per year	Term Time plus 2 weeks
Hours per week	37 hours per week
Normal working Pattern	Mon – Thurs: 7.30am – 3.30pm Fri: 7.30am – 3.00pm
Unpaid Breaks	30 minutes lunch break where the working day exceeds 6 hours
Holidays	Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time.
CPD Days	CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days. Any additional time required for CPD can be claimed on a timesheet. Your working hours do not include the automatic requirement to work on published CPD days, but you may be required to attend mandatory training and, in these cases, the additional hours may be claimed on a timesheet, where not already paid under another contract.

REMUNERATION

- Point 23-28 of the Support Staff Salary Scale
- FTE Salary: £26,421 – 28,770 per annum
- Pro rata salary: £28,586 - £33,209 (subject to holiday entitlement)

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff provided by Norfolk Pension Fund. This scheme is a defined benefit scheme with the current employer contribution rate set at 17.4%, and employee contributions of 6.5%. Staff do have the option to reduce contributions by 50%.

MID-YEAR ADJUSTMENTS – TERM TIME/TERM TIME PLUS

Salary payments are averaged out over the 12 months of the Academic Year. If you begin employment with the Trust during the Academic Year, or you have changes made to your contract, a Mid-Year Adjustment calculation will be made. This is to ensure that employees are only paid for work they will do over the remaining months of the Academic Year. This is worked out based on working days of the term time calendar not an equal division of full months to be worked.

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff.

DRESS CODE

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify employees.

PRE-EMPLOYMENT CHECKS

All staff must be prepared to undergo several vetting checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.

PERSON SPECIFICATION – ATTENDANCE OFFICER	
Criteria	How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training	
Qualified to at least level 2, including Maths and English GCSE (Grades A-C) or equivalent	A
Experience	
A minimum of 4 years knowledge of administration, data entry and customer service experience	A
Experience of working in an educational establishment would be advantageous	A
Experience of line management would be advantageous	A
Skills, Knowledge and Level of Competency	
Highly organised and efficient, enabling excellent prioritisation of work	I & T
Outstanding communication skills and pleasant telephone manner	I
Ability to deal with sensitive issues with tact, discretion and diplomacy	I
Ability to relate well to children	A
Ability to prioritise and experience of deciding the relative urgency of tasks	I
Meticulous attention to detail	T
Focused on the provision of excellent services to all customers	I
A smart worker with the ability to use systems and technology to undertake the role effectively and efficiently	I & T
Solutions provider, focused on outcomes and able to work on own initiative	I & A
Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within an educational establishment.	I
Competent at using Microsoft Excel, Word and Outlook	I
Expert in using SIMS an advantage	I & T
Personal Qualities	
A team worker with an adaptable and flexible approach to work	A
Persistent and resilient approach to work	A
Enjoys working collaboratively and seeking collaborative opportunities	A
Committed to student success and supporting students to fulfil their potential	A
Commitment to own personal and professional development	A