**Person Specification**

**Attendance Manager**

The postholder will be required to:

Be highly innovative in methods of engaging students, and developing effective relationships with parents/carers and staff members to help ensure good and improving attendance and punctuality levels in school.

**Problem Solving and Creativity**

* The post holder will need to be able to work flexibly and proactively, within a highly pressurised student and parent/carer facing office environment. Much of the school day work is re-active, dealing with a huge variety of student issues as they occur, however the post holder is required to be highly organised, pro-active wherever possible, and able to use initiative in determining the best way to support students within an overall framework of established school policies, guidelines and rules.

**Decision Making**

* Under overall direction from the Associate Assistant Headteacher prioritise own timetable and workload (and that of team), adhering to school policies at all times. Most routine decisions will be taken by the post holder immediately to deal with the situation presented, with support provided by the SLT line manager for more complex decisions, where time allows.

**Physical Effort and Working Conditions**

* Normal school and office working environment, with frequent and prolonged use of ICT and telephone. The office incorporates a separate student ‘Hot Desk’, and the post-holder will spend part of their time in this area responding to questions and dealing with students. Home visits as necessary to follow up on attendance concerns.

**Contacts and Relationships**

* The post-holder is expected to develop positive relationships and effective working practices with young people and their families. There is frequent contact with senior leaders, Heads of Year and other Pastoral/SEND staff, as well as Teachers/Form Tutors to receive and provide information and guidance about student attendance. Maintaining consistent and positive relationships is a key element of the post. The post-holder needs the ability to work independently and as part of a team. Establishing effective working relationships with appropriate external agencies to support and promote improvements in attendance. Resilience is essential.

**Key Criteria**

* GCSE English and Mathematics (A\*-C / Grade 9-4) or equivalent.
* Knowledge of education and welfare services, procedures and guidance.
* Knowledge of key issues affecting the consistent attendance.
* Experience of working in a multi-agency environment.
* Knowledge of current safeguarding legislation.
* Negotiating skills.
* Ability to work effectively within a team environment.
* Ability to build and maintain effective working relationships with students, parents/carers, and staff.
* Calm but determined manner with good emotional intelligence.
* Experience of dealing with sensitive and confidential student information.
* Excellent communication, organisation and presentation skills.
* Ability to communicate effectively with a wide range of stakeholders using a variety of media.
* Ability to think creatively to resolve problems.
* Ability to hold difficult conversations, and hold people to account in a confident and effective manner.
* Knowledge of data protection.
* Ability to analyse and evaluate data to identify trends and issues and present to others effectively.
* Ability to plan, prioritise and complete own workload (and that of team) to meet pre-determined target dates.
* Experience in the use of ICT, and other specialist equipment, including Microsoft Office, email, MIS systems, and the internet.

**Desirable Criteria**

* A Levels or Degree level qualifications.
* Experience of leading and managing staff.
* Experience of dealing with attendance in a school setting.
* A high degree of emotional intelligence.
* Counselling skills.
* Full UK Driving Licence and daily access to a vehicle.

**Post Holder:**

Signed: …………………………..…………. Date …………………………

**Headteacher:**

Signed: ……………………………………… Date ………………………...

**Date: June 2024**