

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Attendance Manager	Location	The Hart School, Rugeley, Staffordshire
Salary	Grade 9, SCP 28 – 33 (£33,672 to £37,906 per annum actual salary)	Hours	Term-time only, 37 hours per week
Department	Attendance Team	Reports To	SLT link for Behaviour & Inclusion

JOB PURPOSE:

To lead and manage the school's attendance strategy, ensuring robust systems are in place to monitor, improve, and sustain high levels of pupil attendance and punctuality. The Attendance Manager will oversee attendance operations, coordinate interventions, and work closely with families, staff, and external agencies to reduce persistent absence and promote a culture of high expectations.

KEY RESPONSIBILITIES AND DUTIES:

Communication & Liaison

- Build strong relationships with families to promote attendance and address barriers.
- Communicate clearly with parents/carers about attendance expectations, concerns, and available support.
- Organise campaigns, workshops, and events to raise awareness and celebrate improvements.
- Ensure all communications are inclusive, accessible, and culturally sensitive.
- Attend parents' evenings as required.

Strategic Leadership

- Develop and lead a whole-school attendance strategy aligned with DfE guidance and school improvement priorities.
- Set attendance targets, monitor progress, and report to SLT and governors.
- Lead policy development and ensure compliance with statutory requirements.
- Provide staff training on attendance procedures, escalation pathways, and safeguarding.
- Oversee the implementation of the attendance policy across the school.
- Together with the Senior Champion, plan and implement a graduated response to attendance support.
- Plan and implement targeted strategies to improve attendance for identified groups.
- Deliver professional development on staff responsibilities within the graduated response.
- In collaboration with the Senior Champion, foster a culture of belonging across the school.
- Plan and implement targeted strategies and interventions to rapidly improve the attendance of identified groups of children and to move them up through the attendance bandings.
- To provide professional development to staff across the school on their roles and responsibilities in the graduated response

JOB DESCRIPTION AND PERSON SPECIFICATION

Operational Management

- Oversee daily attendance processes, including register monitoring, absence coding and follow-ups.
- Line-manage the attendance team and coordinate their responsibilities.
- Maintain and audit attendance records using the school's MIS (e.g. Arbor, CPOMs).
- Coordinate responses to unexplained absences, including first-day calling, home visits, and welfare checks.
- Ensure students and parents receive clear, actionable attendance reports.
- Attend weekly Inclusion meetings to plan for complex cases.
- Perform administrative duties as required.

Data, Reporting & Analysis

- Use the CET data dashboard to analyse attendance and punctuality trends.
- Analyse attendance data to identify priority pupils.
- Produce reports for SLT, governors, and external agencies, including persistent absence tracking.
- Lead on statutory returns such as the school census and LA submissions.
- Through quality assurance, ensure all attendance monitoring, coding and record keeping is up to date and complies with statutory duties.

Intervention & Casework

- Lead early intervention strategies, including attendance panels and action plans.
- Work with pastoral, SEND, safeguarding, and behaviour teams to address underlying issues.
- Liaise with external agencies (e.g., EWS, social care, CAMHS) for coordinated support.
- Manage legal processes related to attendance, including penalty notices and court referrals, in line with LA protocols.
- Implement and oversee attendance plans and the legal graduated response.
- Share relevant student information with colleagues as appropriate.
- Quality assure attendance coding and interventions.

Compliance & Safeguarding

- Embed attendance processes within the school's safeguarding framework.
- Escalate concerns and contribute to safeguarding assessments and plans.
- Maintain accurate records of interventions and outcomes.
- Ensure staff compliance with register completion and attendance interventions.
- Conduct home visits as needed, using own vehicle with business insurance.
- Lead on part-time timetable administration and reviews.
- Assist the academy and other agencies in the early identification of children missing in education, attendance barriers, and to jointly develop and apply strategies designed to initiate improvements.
- Ensure compliance of staff across the school when completing registers, tutor programmes and any interventions to support school attendance.
- Identify the need for, monitor, and complete home visits where necessary, following both government and Trust guidance where applicable.
- Lead on collation and administration of Part timetables and coordinate reviews with relevant staff.
- Lead on the administration and notification of the elective home education process with the principal and Senior Champion.

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This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Principal.

JOB REQUIREMENTS:		
	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> Level 3 qualification or equivalent experience in education, social care, or a related field. Evidence of continued professional development in safeguarding, attendance, or leadership. 	<ul style="list-style-type: none"> Degree-level qualification in education, social work, or a related discipline. Relevant leadership or management training. Safeguarding Lead (DSL) training or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> Significant experience in managing attendance or pastoral systems in a school or similar setting. Experience of leading and coordinating multi-agency interventions. Proven experience of using data to drive improvement and inform strategy. Experience of line managing staff and overseeing operational processes. 	<ul style="list-style-type: none"> Experience of working with statutory attendance/legal processes (e.g., penalty notices, parenting contracts). Experience of delivering staff training or leading whole-school initiatives. Experience of working with vulnerable groups, including SEND and disadvantaged pupils.
KNOWLEDGE AND UNDERSTANDING	<ul style="list-style-type: none"> In-depth knowledge of DfE attendance guidance and local authority protocols. Strong understanding of safeguarding principles and how attendance links to pupil welfare. Awareness of the barriers to attendance and effective strategies to overcome them. Understanding of data protection, confidentiality, and record-keeping requirements. 	<ul style="list-style-type: none"> Knowledge of school MIS systems (e.g., Arbor, SIMS, Bromcom). Understanding of the graduated response and inclusive education practices. Familiarity with elective home education and part-time timetable procedures.
SKILLS AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Excellent leadership, communication, and interpersonal skills. Ability to analyse data and present findings clearly to a range of stakeholders. Strong organisational and time management skills, with the ability to prioritise effectively. 	<ul style="list-style-type: none"> Ability to influence whole-school culture and drive strategic change. Skilled in conflict resolution, negotiation, and restorative approaches. Creative in designing campaigns and initiatives to promote attendance.

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	<ul style="list-style-type: none">• Confident in challenging and supporting families, staff, and external partners.• Resilient, empathetic, and committed to improving pupil outcomes.	
EQUAL OPPORTUNITIES	A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
SAFEGUARDING	A thorough understanding of up-to-date safeguarding requirements and best practice	
OTHER REQUIREMENTS	High expectations for every pupil and a proven track record of making a difference to the learning and experiences of pupils inside and outside the classroom.	

Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.