

Job Description

PULSE Team Attendance Mentor / Pastoral Support Officer

Responsible to:

Assistant Headteacher / Attendance Lead

Purpose of the Role

To work as part of the PULSE Team to improve student attendance, punctuality, engagement and wellbeing through positive pastoral support, mentoring and communication with families. The role focuses on removing barriers to attendance, supporting vulnerable students and promoting high expectations for attendance and school engagement.

The successful candidate will build positive relationships with students and families, provide early intervention support and contribute to improving whole-school attendance outcomes.

Key Responsibilities

Attendance Support

- Complete daily first-day absence calls and follow up unexplained absences.
- Monitor attendance data and identify patterns of concern.
- Support students with persistent absence or declining attendance.
- Work closely with Heads of Year, tutors, SEND staff and Core team for safeguarding to improve attendance.
- Encourage and support students to return to school following absence.
- Support reintegration meetings for students returning after periods of absence.
- Help implement attendance action plans and monitor progress.
- Promote punctuality and positive attendance habits.

Student Mentoring & Pastoral Support

- Provide mentoring and emotional support for identified students struggling with attendance.
- Build positive and professional relationships with students.
- Liaise with staff regarding student wellbeing and engagement concerns.
- Help students develop strategies for successful school attendance.

Communication with Families

- Maintain regular communication with parents/carers regarding attendance concerns.
- Conduct supportive and professional attendance meetings in school.
- Work collaboratively with families to identify barriers and solutions.
- Ensure communication is accurate, sensitive and solution-focused.
- Keep clear records of interventions and outcomes.

Administration & Record Keeping

- Maintain accurate attendance and intervention records.
- Update school systems in line with school procedures.
- Prepare attendance reports and information for pastoral meetings where required.
- Support with referrals to internal support systems and external agencies where appropriate.
- Ensure confidentiality is maintained at all times.

Wider Responsibilities

- Support the ethos, values and policies of the school.
- Promote safeguarding and student welfare at all times.
- Attend relevant meetings and training.
- Contribute positively to the wider pastoral team.
- Carry out other reasonable duties consistent with the nature of the role.

Person Specification

Essential Skills and Experience

- Experience of working with young people in an educational or pastoral setting.
- Strong communication and interpersonal skills.
- Ability to build positive relationships with students and families.
- Calm, patient and resilient approach.
- Good organisational and record-keeping skills.
- Ability to work as part of a team.
- Understanding of barriers to school attendance.
- Ability to maintain professional boundaries and confidentiality.
- Competent IT skills.
- GCSE English & Maths or equivalent at a Grade C or 4 and above

Desirable

- Experience of attendance intervention work.
- Knowledge of safeguarding procedures.
- Experience of mentoring or pastoral support.
- Understanding of school attendance guidance and procedures.
- Experience of using school management systems.

Personal Qualities

The successful candidate will:

- Be approachable and empathetic.
- Have high expectations of students.
- Be proactive and solution-focused.
- Demonstrate professionalism and integrity.
- Be committed to improving outcomes for young people.
- Remain calm under pressure.
- Show commitment to inclusion and student wellbeing.

Safeguarding

The school is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment. The successful applicant will be subject to appropriate safeguarding checks, including an enhanced DBS check.