



## Job Title: Attendance Officer

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| <b>Salary:</b>          | Grade 4 (SCP 6-11)  |
| <b>Hours:</b>           | Full time   |
| <b>Contract type:</b>   | Fixed term (two years)  |
| <b>Reporting to:</b>    | Assistant Headteacher/Attendance Manager  |
| <b>Responsible for:</b> | Work collaboratively with the Attendance and pastoral teams to monitor and manage student attendance and absence, ensuring timely follow-up, accurate record-keeping, and appropriate support for students. |

### JOB OVERVIEW

If you've got the talent, passion, and determination – we've got all the support you need to become our next **Attendance Officer**.

At Shire Oak Academy, we are on an ambitious journey of improvement and growth. We are seeking a committed professional who recognises the vital link between **attendance, safeguarding, and student achievement**, and who is ready to play a key role in ensuring every student is present, engaged, and able to succeed. This is your opportunity to take a central role in improving attendance, reducing persistent absence, and removing barriers to learning – making a lasting impact and helping our students to truly **#BeIncredible**.

From day one, you will work closely with our Student Support Manager, pastoral teams, and Senior Leadership Team to monitor attendance, track absence data, and implement timely, supportive interventions. You will build positive relationships with students, families, and external agencies, using a collaborative and proactive approach to promote excellent attendance and address concerns early.

You will be part of a dedicated whole-school team that shares a strong commitment to improving outcomes for every student, particularly those who are most vulnerable. Whether you are an experienced Attendance Officer or have a background in pastoral, safeguarding, or administrative support, this role offers the opportunity to make a meaningful difference by ensuring that every student is in school, ready to learn, every day.



## ABOUT SHIRE OAK ACADEMY

Shire Oak Academy is at the **heart of the community** in Walsall. We are proud to be part of the **Mercian Trust**, a family of schools united by a commitment to students and to one another. Our Trust focuses on collaboration, integrity, and above all, doing what is right for young people.

This is an exciting opportunity to be part of a school that is determined to raise aspirations and transform outcomes for our students. You'll be joining a dedicated staff team and working with fantastic students, supported by great leaders who are making a real impact every day.

## MAIN PURPOSE

The Attendance Officer will lead on key operational aspects of the Academy's attendance strategy, working in close partnership with the Attendance Manager to secure sustained improvements in student attendance and punctuality.

Key responsibilities will include:

- Overseeing the first-day response process to ensure all unexplained absences are identified and followed up swiftly, in line with safeguarding and statutory requirements.
- Ensuring the accuracy, integrity, and compliance of all Academy registers, maintaining high standards of data management.
- Implementing and monitoring attendance communications with families, using a consistent and supportive approach that reflects the Academy's Attendance Policy.
- Analysing attendance data to identify trends, vulnerable groups, and patterns of concern, and coordinating timely, targeted interventions.
- Playing a proactive role in reducing persistent and severe absence, contributing to whole-school attendance improvement strategies.
- Working collaboratively with pastoral leaders, safeguarding teams, and external partners, including the Education Welfare Officer, to remove barriers to attendance and support positive engagement.
- Supporting the development and implementation of attendance initiatives, campaigns, and systems that promote a culture of high expectations and regular attendance.

## DUTIES AND RESPONSIBILITIES

### Support for school:

- Monitor Academy registration systems are developed and correctly administered and report on the quality of the registers
- Share relevant data with the attendance team as requested
- Be the first contact for all attendance issues in the Academy
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality, and data protection. Report all concerns to the appropriate person
- Attend and participate in meetings as required
- Contribute to the overall ethos/work/aims of the Academy
- Participate in training, other learning activities and performance development as required



- Support the operation of student 'late gate' and late detentions
- Any other duties commensurate with the duties/responsibilities/grade of the post

### **Monitoring Attendance:**

- Ensure all registers are completed timely and accurately
- Monitor the input of lates and absences
- Maintain and update attendance records to ensure accuracy in accordance with information received from parents, pastoral team and tutor teams
- Identify poor attenders and advise the Attendance Manager of students needing intervention
- Generate weekly attendance reports for tutors and pastoral team

### **Support for Teaching and Learning:**

- Be available to staff and parents/carers for home visits to individual students
- Provide regular updates for staff, for example Assistant Headteacher, Pastoral Team and Form Tutors, on student attendance with targets and strategies for improvement
- Liaise with Education Welfare and other support services to improve attendance rates
- Prepare and administer fixed penalty notices.
- Prepare and follow up on referral forms to education welfare officers

### **Support for students:**

- Chase reasons for absence
- Support the Academy internal truancy system, flag issues of truancy as per the school policy
- Provide advice and support for students returning to school after an extended period of absence
- Work with feeder schools to ensure we have accurate attendance information
- Have a good understanding of the additional needs of students (SEND, PP, CIC) and implement strategies to support them to attend
- Support Home Visits for students

### **Support to Parents/Carers**

- Implement the Academy communication systems for attendance
- Be a key point of contact for parents and carers regarding attendance matters
- Administer letters as directed by the Attendance Manager/Assistant Headteacher
- Provide updates to parents/carers on the attendance of students
- Challenge reasons for absence in line with the Academy policy
- Support attendance clinics as directed by the Attendance Manager
- Send attendance letters in line with the Academy policy

### **Support to School (this list is not exhaustive)**

- Implement relevant policies and practices in school
- Be proficient in the use of ICT and relevant programmes used in the Academy
- Complete relevant duties as directed



- Share relevant attendance data as directed by Assistant Headteacher
- Complete general administration in relation to attendance
- Effectively safeguard students in line with Academy policies
- Maintain school registers correctly

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Attendance Officer will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Executive or Associate Headteacher.



## PERSON SPECIFICATION

*(this is a guide and is not expected that any one candidate will necessarily fulfil all of the list points)*

| Skills  | Assessed                                  |
|---|---|
| <b>Qualifications</b> <ul style="list-style-type: none"> <li>English and Maths GCSE (C or above/ Grade 4 or above)</li> <li>Further qualifications in administration</li> </ul>   | AF<br>AF                                  |
| <b>Experience</b> <ul style="list-style-type: none"> <li>The ability to handle and produce data in a useable format</li> <li>Familiarity with school systems e.g. SIMS and Attendance system</li> <li>Proficient in MS Office programmes</li> <li>Experience in working quickly under pressure</li> <li>The ability to work without supervision</li> <li>Has an excellent telephone manner</li> <li>Upholding the ethos and values of the school</li> </ul>           | AF<br>AF<br>AF<br>AF<br>I<br>I<br>I       |
| <b>Knowledge</b> <ul style="list-style-type: none"> <li>Follow school policies and procedures</li> <li>Is calm under pressure</li> <li>Has a good understanding of technology</li> <li>Is systematic and methodical</li> <li>Is organised and an excellent time keeper</li> <li>Good Literacy and Numeracy skills</li> </ul>  | I<br>I<br>AF<br>AF<br>AF<br>AF            |
| <b>Leadership</b> <ul style="list-style-type: none"> <li>Strives for perfection and has a good attention for detail</li> <li>Has excellent communication skills</li> <li>Understands the importance of collaboration in a small team</li> <li>Will ensure supplies are maintained, development of ordering process</li> <li>Will ensure equipment is in good working order</li> <li>Will alleviate difficulties to ensure the smooth running of the school</li> </ul> | AF/I<br>AF, I<br>I, R<br>AF<br>AF<br>AF/I |



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| <p>Systems</p> <ul style="list-style-type: none"><li>• Can develop effective processes and procedures</li><li>• Will log communication as a matter of course</li><li>• Reporting of any Health and Safety or Safeguarding concerns correctly and accurately</li><li>• Can produce information from school systems</li><li>• To show a flexible approach to working</li></ul> <p>AF – Application Form, I – Interview, O – Observation, R – Reference</p> | <p>I</p> <p>I</p> <p>I, R</p> <p>I</p> <p>I/R</p> |
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*The Mercian Trust is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment. Safeguarding and Safer Recruitment Policies can be found on our website. This position is subject to appropriate vetting procedures including a criminal record check from the Disclosure and Barring Service (formerly CRB) which will require you to disclose details of all unspent and unfiltered spent reprimands, formal warnings, cautions and convictions as part of the recruitment process.*