

Devonport High School for Boys

Attendance Officer, Family Support Advisor

Job Description

Job Title:	Attendance Officer, Family Support Advisor and Administrator
Grade:	Grade E SCP 15 - 20 £29,093 to £31,586 (FTE)
Responsible to:	Office Manager (Support Services)
Hours:	Negotiable from 32 to 37 hours per week, 39 weeks per year (including two enrolment days in August)

Job purpose

To improve and maintain school attendance, ensuring that attendance at DHSB remains above the national average. The postholder will work closely with students and families to remove barriers to learning, acting as a key link between home and school. This will include building positive relationships with parents and carers, offering advice and support on attendance, behaviour and family issues, and signposting to external services where appropriate. Alongside this, the role will provide administrative support to the school as required.

Key skills

- Confident, friendly and assertive engagement with young people
- Positive interpersonal skills.
- Excellent communication skills with the ability to engage proactively with staff, students, their families and external agencies.
- Administrative office skills - the school uses the Google Workspace suite and Bromcom management information system. Training is available if unfamiliar with these applications.
- Accurate electronic records using the school's MIS system.
- High standards of confidentiality and skills within GDPR and freedom of information requests.

Key accountabilities

- Be aware of, and comply with, policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the headteacher/designated safeguarding officer.
- Be aware of and support diversity within our community and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance management and development as required.
- Work within the requirements of the school's health and safety policy, performance standards, safe systems of work and procedures.

Specific Attendance and Family Support Key Tasks

- Monitor, track and analyse daily and weekly data punctuality/attendance data for ~1200 students, using this to identify students in need of intervention.
- Build positive relationships with families to encourage their involvement in their child's education. Act as a point of contact for parents and carers, helping to bridge the gap between home life and the school environment. This may include home visits to support positive attendance
- In cases of poor school attendance, be proactive in assessing the situation and liaising with appropriate professionals when students may be in need of additional support.
- Identify and help resolve wider issues that may prevent a student from thriving, such as:
 - **Poor Attendance** – work with families to understand reasons for absence and implement plans to improve attendance.
 - **Behavioural Issues** – provide advice and support on managing challenging behaviour at home and in school.
 - **Family Issues** – offer support during difficult situations such as bereavement, family breakdown, or financial worries.
- Signpost and refer families to external agencies and services where appropriate.
- Maintain regular contact and establish constructive relationships with parents/carers of students in need of extra support, keeping them informed of any barriers to learning.
- Liaise with SEND, pastoral and safeguarding staff, as well as external agencies (EWO, social services, health and family support services) to ensure a joined-up approach to supporting students.
- To maintain the records of students on a health plan, flexible curriculum or identified as children missing in education (CME).
- To liaise with the SEND coordinator to ensure strategies are in place for key student groups such as pupil premium students and SEND..
- To liaise with school staff, in particular the assistant head responsible for student support, EWO, social services, health and family support services as appropriate to identify students at risk of disaffection.
- To network with the education welfare service to share best practice.
- Attend termly BAE (behaviour, attendance, emotional wellbeing) meetings with

General Administrative tasks

- To undertake a range of reception, clerical and administrative tasks. These include reception duties, answering general telephone and face to face enquiries, routine correspondence, minute taking, signing in visitors, photocopying, filing, distribution of post, completion of standard forms, updating handbook.
- To attend DHSB Year 12 enrolment on GCSE results day and assist in record collection of new students.
- To provide reports, information and referrals as required by various external agencies including the local authority.

- Maintaining accurate records involving the use of Bromcom and other databases to ensure the accuracy of census returns, enrolment, student timetables, learning agreements, predicted grades and exam entry information as required
- Any other opportunities/ duties that may be allocated from time to time, provided they are consistent with the overall level of the role.

