

The Ladder School

Job Title: Attendance Officer and Receptionist

Salary: Grade 5 SCP 9-17: actual salary £26,409 - £30,060

Responsible to: Office Manager/SLT PA

Responsible for: Attendance, Front-of-House Services and Administration Support

Role Type: Support Staff

Contract Type: Term Time Only, 37 hours per week

Working Hours: Monday to Thursday, 8:00am – 4:00pm/Friday 8.00am – 3.30pm

Key Responsibilities

1. Attendance

- To provide accurate and timely responses to referrals to the TLS Connect student stream
- To log student attendance onto SIMS, monitor records and report any authorised absences to SLT
- To complete legal paper work
- Working with a high level of accuracy to ensure information is logged correctly
- To monitor and report on whole school; attendance data, analysing data to identify key areas of concern
- Run reports on behaviour and attendance for SLT when requested
- To show discretion with confidential information
- To be committed, enthusiastic and produce high quality work

2. Reception and Front-of-House Services

- Provide a professional, friendly, and efficient welcome to all students, parents, visitors, and contractors.
- Manage the visitor sign-in process, ensuring safeguarding protocols are followed at all times.
- Answer and direct telephone calls and emails, relaying messages accurately and promptly.
- Monitor the entry/exit of students during the day, ensuring procedures are followed for lateness, appointments, or early departures.
- Receive and distribute post and deliveries appropriately.

3. Administrative Support

- Provide general administrative support to the Office Manager/SLT PA, Senior Leadership Team (SLT), and wider school staff as required.
- Assist with daily communications, including issuing letters, emails, and text messages to parents and staff.
- Maintain accurate student information and contact records using the school's MIS (e.g. SIMS).
- Assist in the preparation and distribution of documents and resources for meetings and events.
- Support with data entry, word processing, and the organisation of files, both electronic and paper-based.

4. Student and Parent Liaison

- Respond to student queries and needs at reception in a calm and supportive manner.
- Assist with administering first aid to students and liaise with parents regarding illness, injury, or welfare concerns.
- Support the coordination of parental communication and meetings, including helping with sign-ins at Parents' Evenings and Open Evenings.
- Liaise with internal staff and external agencies to support transition arrangements and ensure prospective students are warmly welcomed into the school community.

Safe Working Practices for Adults working with Children – It is the responsibility of each employee to carry out their duties in line with Mercian Trust's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantage, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

The School is committed to safeguarding and promoting the welfare of children. All post holders are subject to a Satisfactory Disclosure & Barring Service Check (DBS) and satisfactory employment references, as well as identification and qualification, prohibition and barred list checks which will be required before commencing duties.

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Attendance Officer

Person Specification

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

AF – Application Form, I – Interview, T – Task, R – Reference