

PERSON SPECIFICATION

Post Title: Attendance Officer

Evidence Codes

Salary Scale: Support Staff Grade (Band D)

AF – Application Form

M - Medical

JRT – Job Related Task

I - Interview

D - Documentation

Job Criteria				
	Essential	Source of Evidence	Desirable	Source of Evidence
Experience	Be able to demonstrate experience in the following:			
	Experience of managing attendance in a school environment	AF/I	Experience of working with parents, identifying and resolving issues	
	Excellent IT skills, including Word, Excel and Outlook	AF/JRT	Experience of school MIS software	AF/I
Qualifications	Working at national occupational standards (NOS) in business and administration and knowledge / skills equivalent to current national qualifications level 3	AF/I		
	GCSE (or equivalent relevant qualification) in English and Maths at Grade C or above	D		
Skills and Knowledge	Be able to demonstrate skills and knowledge in the following:			
	An understanding of school attendance management	AF/I		

	Knowledge of the Children Missing Education guidance	AF/I		
	Ability to work on own initiative and within a team	AF/I		
	Able to communicate effectively with a wide range of people, internally and externally, e.g. parent/carers; school staff; Education Welfare Officers	AF/I	Ability to speak a second language used by families in school, eg. Czech, Slovak, Roma, Urdu, Panjabi, Kurdish	AF/I
	Able to organise and prioritise own workload to meet conflicting demands	AF/I		
	Experience of maintaining and analysing data in a school or similar environment	AF/JRT		
	Effective, written and verbal communication skills	AF/I		
	Ability to generate reports and produce accurate information based on accurate data input	I/JRT		
Other factors	A commitment to safeguarding and promoting the welfare of children	AF/I		
	Willingness to undertake relevant training	I		
Personal qualities	Professional, tactful and discreet at all times	AF/I		
	Able to form and maintain appropriate professional relationships with pupils, staff, governors, parents / carers and outside agencies	AF/I		
	To have enthusiasm and patience, and be sensitive to the needs of others	AF/I		
	Able to build and maintain rapport, trust and credibility with parents/carers and staff	AF/I		
	The ability to stay calm, and de-escalate confrontational situations	AF/I		
		AF/I		

Job Circumstances	Medical clearance subject to reasonable adjustments under the Equality Act 2010 (where appropriate)	M		
	Enhanced Disclosure and Barring Service (DBS) clearance	D		
	Demonstrable evidence of continuous professional development and competence	D		
Equalities	Understanding of and commitment to Inclusion and Equality in respect of pupils, governors, staff and the wider community.	I		