

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Attendance Improvement Officer (Fixed Term)	Location	Ellis Guilford School
Salary	Grade E NJC 12-19, Actual salary £26,713 to £29,948 per year	Hours	37 hours per week, 41 weeks per year (Term time plus inset days plus 2 weeks) <i>This is a fixed-term position until 31/10/2027. There may be the opportunity for the role to become permanent following this, subject to operational requirements.</i>
Department	Support staff	Reports To	Attendance Manager

JOB PURPOSE:

To lead on the operational delivery of attendance processes across the school, ensuring that all children attend regularly and punctually. The Attendance Officer will play a key role in safeguarding, early intervention, and family engagement, working collaboratively with internal teams and external agencies to remove barriers to attendance and improve outcomes for children.

KEY RESPONSIBILITIES AND DUTIES:

OVERVIEW

- Support to drive the whole school attendance strategy and culture of attendance.
- Ensure attendance concerns at all levels are addressed in a supportive and timely manner.
- Direct the roles and responsibilities of the Attendance Co-ordinator.
- To ensure the schools graduated response to 'Support first' is applied equitably to all children and their families
- Ensure that families are contacted on the first day of a child's absence in accordance with the school's Attendance Policy, using an SMS text messaging system and telephone calls.
- Contribute to the effective QA of absences and entry of data.
- Responding swiftly and decisively to attendance information provided.
- Work with the Attendance Improvement Manager in developing and implementing the school's Attendance Interventions and ensuring that accurate tracking of interventions occurs.
- Responding swiftly and decisively to attendance information provided.
- Work with the pastoral team and external agencies (e.g., EWO, social services) to support children with attendance barriers.
- Ensure unauthorised absence letters, and concern letters are sent in a timely manner.
- Support with the preparation and advertisement of Attendance Rewards and initiatives to praise children for good attendance and to encourage others to attend.
- Represent the School as required during any external reviews.

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- Carry out regular home visits as part of the attendance improvement strategy.
- Ensure all attendance processes are robust, clear and effective and are applied consistently. To provide training to colleagues where appropriate.
- Ensure the correct completion of attendance registers and accurate recording of all attendance codes.
- Communicate procedures to be used by parents and carers when notifying the school of sickness including requests for holidays in term-time.

DATA

- Fully operate the school's Information Management System (Arbor) for the development and production of reports and analysis of information of attendance statistics.
- Use CET's data dashboard to track and monitor child attendance to inform intervention and support.
- Attend regular Attendance meetings with the senior leader in charge of Attendance to consider patterns of absences and lateness and to suggest strategies for improvement.
- Prepare regular attendance statistics required by the school, the School Trust, Local Authority and DFE, using a range of applications.
- Prepare various other reports, as and when required, using Arbor.
- Ensure discussions and agreed actions are recorded on file.
- Ensure effective communication of attendance support strategies with all members of staff, children and parents / carers.
- Review attendance support strategies and re- shape provision for children as required.
- Prepare data and media for parents and carers to be given out at events such as parents evenings to promote good attendance.
- Support the production of reporting data as required.

INTERVENTION & CASEWORK

- Identify children with attendance below thresholds (e.g., 90%) and initiate early intervention strategies.
- Conduct home visits and welfare checks where appropriate, in line with safeguarding protocols.
- Arrange and lead attendance panels and multi-agency meetings to address complex cases.
- Develop and implement individual attendance improvement plans (AIPs) in collaboration with pastoral teams.

LEGAL COMPLIANCE & SAFEGUARDING

- Ensure all attendance procedures comply with DfE statutory guidance and local authority protocols.
- Prepare documentation for penalty notices, court proceedings, and Education Welfare referrals.
- Maintain accurate records of interventions, communications, and outcomes for audit and safeguarding purposes.
- Work closely with the Designated Safeguarding Lead (DSL) to escalate concerns and contribute to safeguarding plans

REWARDS

- Support with the development of a system of rewards for good attendance.
- Incorporate rewards for attendance into awards ceremonies or celebration evenings.

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- Support with developing reward presentations for assemblies.
- Support with the publication of attendance information in newsletters and/or the school's website.
- Analyse the way in which staff use the rewards system.

MONITORING

- Monitor attendance patterns for all children, children at risk, including Persistent Absentees, Disadvantaged and SEND.
- Support with developing effective interventions to drive improvements in attendance patterns where required.
- Support with weekly data updates to SLT and the Trust's Academy Improvement Board.

PUNCTUALITY

- Promote the importance of punctuality.
- Monitor lateness for early intervention where there are concerns with individual children.
- Monitor and review intervention programmes to reduce lateness to school.

PARENTS

- Support parents and carers by providing advice, engaging other agencies, engaging parents and carers in their child's learning and using parenting contracts positively.
- Lead attendance panels and initiate attendance plans with other stakeholders to support individual children and families.
- Challenge parents and carers, through the use of legal instruments: school attendance orders, education supervision orders, parenting orders and prosecution through the fixed penalty notice framework.
- Communicate regularly with parents/carers regarding attendance concerns, offering support and challenge.
- Promote the importance of good attendance through campaigns, assemblies, and newsletters.
- Provide guidance to families on school attendance expectations, including term-time leave and medical absences.
- Build trusting relationships with children to understand and address barriers to attendance.

OTHER PROFESSIONAL REQUIREMENTS

- Attend Parents Evenings as required.
- To drive the school car, minibus or have use of personal vehicle for home visits and support with home visits generally as required.
- Contribute to the school's form tutor programme as a co-tutor
- Establish effective working relationships and be an effective role model to children through own personal presentation as well as personal and professional conduct.
- Have elevated expectations for every child
- Co-operate with other staff to ensure sharing and effective usage of resources to the benefit of the school, department, and children.
- Work as a team member and identify opportunities for collaborating with colleagues and developing effective practice with them.
- Perform break, lunch and other form of duties as required by the school.

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- Undertake other reasonable tasks as required by the Principal and Regional IT Manager.

This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed. The job description will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the post holder. The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Principal.

JOB REQUIREMENTS:		
	Essential	Desirable
QUALIFICATIONS	• Maths and English GCSE to Grade C or above (or equivalent) • Further relevant qualification	• A relevant degree

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	equivalent to A-Level or above • Full driving License and access to a vehicle	
EXPERIENCE, KNOWLEDGE AND UNDERSTANDING	• Recent and relevant experience of working in an IT Support role. • A knowledge of the safeguarding responsibilities of adults working within a school environment. An understanding and commitment to ensuring complete confidentiality in all matters and adherence to Data Protection regulations. • Knowledge of Microsoft Windows 7/8/10, Office software and other desktop products, Anti-Virus. • Excellent communication, numeracy, and literacy skills • School systems and an in-depth understanding of the issues affecting truancy and non-school attendance. • Demonstrate an understanding of issues linked to confidentiality. • Demonstrate an understanding of issues. • that may affect a child's ability to attend school	• Experience of constructing reports from Arbor • Demonstrate knowledge of attendance regulations
SKILLS AND PERSONAL ATTRIBUTES	• Ability to communicate effectively both orally and in writing, especially with children, parents, school staff EWS, social workers and other professionals. • Ability to use IT systems effectively to produce reports, record information and monitor outcomes for individuals and groups. • Ability to persuade and negotiate as well as good people skills. • Able to use own initiative and work alone when necessary. • Ability to overcome communication barriers with children and children. • Demonstrate an ability to	

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	cope with stressful situations. • Demonstrate experience in conflict resolution	
CREATIVE EDUCATION TRUST VALUES	All colleagues are expected to demonstrate the Creative Education Trust values in their work by: • Empowering Ambition: Supporting personal growth, innovation and high performance. • Championing Equity: Promoting fairness, inclusion and high expectations for every child. • Unlocking Opportunity: Helping create access to knowledge, experiences and networks that broaden horizons. These values should be evident in how the post-holder works, collaborates and contributes to the wider Trust community.	
EQUAL OPPORTUNITIES	A demonstrable commitment to supporting and promoting safeguarding, child welfare, equality and diversity	
SAFEGUARDING	A thorough understanding of up-to-date safeguarding requirements and best practice Committed to the highest standards for child protection.	
OTHER REQUIREMENTS	Elevated expectations for every child and a proven history of making a difference to the learning and experiences of children inside and outside the classroom. Commitment to and vision for developing links with the local community.	

Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.