

**SAPIENTIA EDUCATION TRUST**  
**JOB DESCRIPTION: Attendance Officer**  
**FRAMINGHAM EARL HIGH SCHOOL**

**Post Title:** Attendance Officer

**Salary:** Scale Point 12 – 17 of the Support Staff Scale

**Hours of Work:** 37.5 hours per week, Monday to Friday, term time + 1 week  
7.30am starting time

**Reports to:** Assistant Headteacher (Behaviour, Safeguarding & Attendance)

**THE POST**

The post of Attendance Officer at Framingham Earl High School forms part of the Guidance Team and Business Support Team within the School. The successful candidate will co-ordinate and be responsible for elements of student attendance and take responsibility for administrative requirements using the School's MIS system. They will be able to work flexibly across the Guidance and Business Support teams, as required, to provide administrative support as directed by the Headteacher and/or Assistant Headteacher (Behaviour, Safeguarding and Attendance). The Attendance Officer will form part of the contact team for students, staff, parents, carers and visitors ensuring we deliver a world-class service.

Framingham Earl High School is a member of the Sapientia Education Trust (SET) an expanding multi-academy Trust comprising 11 Primary and 9 Secondary Schools.

On appointment, the successful candidate will be required to complete a six- month probationary period.

The personal competencies expected of *all School support staff* are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others.
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team.
- Willingness to accept responsibility for your own actions; the ability to prioritise effectively, meet deadlines and accept challenges.

**Main duties and Responsibilities**

To provide accurate, effective and efficient support to the school for the administration of attendance records; providing excellent customer service and communication to support pupils to achieve excellent attendance.

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

**Specific:**

- Understand attendance priorities of the school
- Support attendance of students at the school and ensure information is accurately recorded on system
- Manage on a daily basis attendance via our MIS System (BromCom)
- Complete first day calling and action communications into school linked to attendance
- Attend meetings when required linked to attendance and make accurate notes as well as completing follow up actions
- Liaise with a number of stakeholders including parents/carers, Guidance Team and Norfolk County Council on matters linked to attendance

**General:**

- Keep up to date with training including Bromcom (MCAS) and Office 365
- Undertake receptionist duties if required and ensuring that a continuous, courteous and excellent level of service is provided to students, visitors and staff.
- Deal sensitively and confidentially with anxious, distressed or impatient callers, whether by telephone or in person and whether students, parents, external visitors or staff.
- Be a trained First Aider and deal with injuries sustained by students by providing first aid or assessing injuries requesting medical assistance. Completing Health and Safety paperwork and keeping parents informed of sickness or injury if required
- To undertake general duties of an administrative or organisation nature and any other duties that are within the scope of the post as determined by the Headteacher or Assistant Headteacher (Behaviour, Safeguarding & Attendance).

**Personal responsibilities**

The personal competencies expected of *all School support staff* are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others.
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team.
- Willingness to accept responsibility for your own actions; the ability to prioritise effectively, meet deadlines and accept challenges.
- To attend training and meetings as necessary and cascade any relevant information to relevant staff and stakeholders as appropriate.
- Be an excellent role model for all members of staff and for students in all aspects of school life. To actively promote the aims of the School.
- Support, promote and comply with decisions and policies agreed by the SLT and the Trust Board.

The professional competencies expected of an *Attendance Officer* are:

- Have excellent organisational skills and be flexible in managing, planning and executing daily, weekly and monthly workloads in a busy working environment.
- Have excellent communication skills in person and in writing and be able to communicate with Staff, Parents and Students in a professional manner.

- Have a sound track record of successful administrative experience.
- Be able to produce accurate work, efficiently, at speed.
- Be able to work with initiative.
- Work collaboratively within a team as well as working well independently.
- Be able to analyse problems and be prepared to present solutions.
- Maintain confidentiality and handle situations with care and empathy.
- Be able to conduct themselves in a confident, professional manner.

The Attendance Officer will carry out responsibilities, commensurate with their position, as defined within the following policies and procedures:

- Equal Opportunities
- Health, Safety & Welfare
- Child Protection / Safeguarding
- Data Protection
- Risk Management
- Code of Conduct

### **Safeguarding Children**

***Framingham Earl High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment***

In accordance with the School's commitment to follow and adhere to the Department for Education's guidance entitled "Safeguarding Children and Safer Recruitment in Education" (January 2007) and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School. You are also required to know and comply with the DfE document 'Guidance for Safer Working Practice for Adults who work with Children and Young People (January 2009). You are required to have satisfactory Enhanced DBS clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times.

### **Confidentiality inc. GDPR**

During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Framingham Earl High School or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

The post holder will hold and process any personal data including sensitive personal data relating to students and parents / carers in accordance with our legal obligations, for the purposes of safeguarding and child protection and in the manner set out in the Privacy Notice for parents and students and in accordance with our Data Protection Policy which can be accessed via the PA to the Headteacher at your request.

## **Data Protection**

During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984 and are properly applied to pupil, staff and academy business/information.

## **Physical Demands**

The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

## **Freedom of Information**

The post holder must be aware that any information held by the School in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the School's policies and procedures

## **Performance Management and Continuing Professional Development**

The post-holder shall participate in the School's programme of Performance Management and Continuing Professional Development.

## **HOURS OF WORK**

Paid Weeks per year	52 weeks
Working weeks	39 weeks (Term Time Plus one week)
Hours per week	37.5
Normal Working Pattern	Monday – Friday. 7.30am start each day.
Unpaid Breaks	45 mins per day
Holidays	Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time. The salary includes an additional 5.46 to 6.45 weeks as holiday pay.
CPD Days	School CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days that fall on your normal working days. Any additional time required for CPD can be claimed on a timesheet.
Overtime	Additional work may be required during term time for which overtime is not paid, but time-in-lieu may be taken at agreed times. Time-in-lieu is to be taken in School holidays where possible.

## **REMUNERATION**

### Salary Details:

- Support Staff Salary Scale; 12-17 FTE £27,711 - £30,060
- Pro rata £24,157 - £26,205

New post-holders will normally be appointed on the lower point of the salary scale, which will be reviewed on successful completion of the probationary period, depending on skills and experience.

Annual holiday entitlement for full-time support staff is 5.32 weeks (including bank holidays), rising to 6.45 weeks after 5 years' service. Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and/or less than 37 hours per week.

The post-holder will be entitled to join Framingham Earl High School's nominated pension scheme for support staff.

## **DRESS CODE**

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify Framingham Earl High School employees.

## **PRE-EMPLOYMENT CHECKS**

All staff must be prepared to undergo a number of checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.

## **REVIEW**

The Job Description will be reviewed as part of Framingham Earl High School's Performance Management programme.

<b>PERSON SPECIFICATION – Attendance Officer</b>	
<b>Criteria</b>	<b>How Assessed?</b> Expression of Interest (E) Interview (I) Task (T) Qualification Disclosure (D)
<b>Qualifications / Education / Training</b>	
Qualified to at least level 2, including Maths and English GCSE (Grades A-C) or equivalent	E
NVQ Level 3 Customer Service	D
<b>Experience</b>	
Knowledge of administration, data entry and a customer service role	E
Experience of working in an educational establishment	E
<b>Skills, Knowledge and Level of Competency</b>	
Expert within service specialism	E
Competent in using BromCom (or ability to learn)	I & T
Highly organised and efficient, enabling excellent prioritisation of work	I & T
Outstanding communication skills and pleasant telephone manner	I
Ability to deal with sensitive issues with tact, discretion and diplomacy	I
Ability to relate well to children	E
Ability to prioritise and experience of deciding the relative urgency of tasks	I
Meticulous attention to detail	T
Focused on the provision of excellent services to all customers	I
A smart worker with the ability to use systems and technology to undertake the role effectively and efficiently	I & T
Solutions provider, focused on outcomes and able to work on own initiative	I & E
Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within an educational establishment.	I
Competent at using Microsoft Excel, Word and Outlook	I
<b>Personal Qualities</b>	
A team worker with an adaptable and flexible approach to work	E
Persistent and resilient approach to work	E
Enjoys working collaboratively and seeking collaborative opportunities	E
Committed to student success and supporting students to fulfil their potential	E
Commitment to own personal and professional development	E
Willingness to undertake First Aid training and be on the First Aid Rota	E
Willingness to undertake Fire Marshal training and undertake this role	E

