



## La Sainte Union CATHOLIC SCHOOL

**La Sainte Union Catholic Secondary School**  
**Highgate Road, London NW5 1RP**

### JOB PROFILE

## ATTENDANCE OFFICER

<b>PAY LEVEL: Scale 5</b>	<b>SECTION:</b> SEND & Student Support Team
<b>REPORTS TO: Student Support Manager</b> (will also be task managed by colleagues in other teams as required)	
<b>STAFF SUPERVISED: None</b>	

### JOB PURPOSE

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To support the Headteacher and the School Leadership Team in ensuring that students of the school are able to achieve their learning potential through tracking and monitoring the attendance of the whole school from Years 7 to 13, with the aim of maintaining high standards of attendance and punctuality.

To proactively support the general work of the Pastoral Team with a particular focus on safeguarding and well being issues and to proactively provide administrative support to the Central Administration Team when not working on attendance issues.

The list below is not an exhaustive list but outlines the expectations for the post holder to support the daily, weekly/half-termly tasks will be discussed and outlined. The attendance officer will have oversight of the daily attendance response for years 7-13, and the tracking, monitoring and intervention over time of our student population



## Attendance

- Administer a daily attendance and punctuality check each morning, contact home by phone if students are not in school and deal with latecomers following policy.
- Work with the Deputy Headteacher in charge of Pastoral Care to follow up punctuality and attendance issues by deciding on the most appropriate interventions for individual students, including liaising with students, parents and the Pastoral Team, holding meetings as appropriate and carrying out home visits as required.
- Administer the electronic attendance system including maintaining and updating parental/carer contact information.
- Produce accurate and timely school attendance and punctuality data and reports for a range of audiences, enabling trends and areas for focus to be identified.
- Analyse attendance and punctuality data of individual students and groups of students that need additional support to improve their levels of attendance and punctuality and assist in raising standards.
- Attend internal and external meetings when poor attendance and punctuality are a concern.
- Liaise with external agencies to support excellent attendance in students, and to intervene when negative thresholds are met.
- Secure the support of parents for the resolution of attendance issues – including the use of legal sanctions where appropriate.
- Coordinate action with and support for parents who do not respond to requests.
- Create celebratory materials (e.g. certificates, displays, letters to promote high attendance).
- Ensure attendance and punctuality is celebrated across the school, including as standing items in assemblies and discussions with parents.
- Support the induction and monitoring of new students' attendance to the school, including arranging support if concerns are known, liaising with the Admissions and Exams Officer as required.
- Carry out general administration for tasks when attendance is the focus including sending letters and undertaking filing.
- Carry out all administration associated with off-rolling students, liaising with the Admissions and Exams Officer as required.
- Maintain and finalise all attendance registers on Bromcom.
- Monitor and supervise the taking of registers by tutors and teachers across the school, ensuring they are completed in a timely manner and that the correct codes are used.
- Follow up on absences to school and to lessons on a daily basis.
- Support Heads of Year and other appropriate staff in setting and monitoring attendance and punctuality targets for identified students, e.g. using student reports.
- Work with the Deputy Headteacher in charge of Pastoral Care, Student Support Manager, Heads of Year and other staff to identify students who would benefit from a programme of mentoring or other interventions regarding attendance and punctuality issues.
- Advise the SEND & Pastoral Team, teachers, and others in their support for students, particularly with regards to attendance and punctuality issues, flagging any welfare issues as appropriate.
- Liaise effectively and proactively with parents, external agencies and other important stakeholders, organising attending meetings and keeping accurate records as required.
- Support Heads of Year and other staff in organising trips and visits, by producing registers for trips and ensuring Bromcom is accurate
- For year 12 and 13 students, liaising with the Finance department, Parents, Pastoral Teams and Students regarding the Attendance driven Bursary Payments in the Sixth Form

## **Student Support Team**

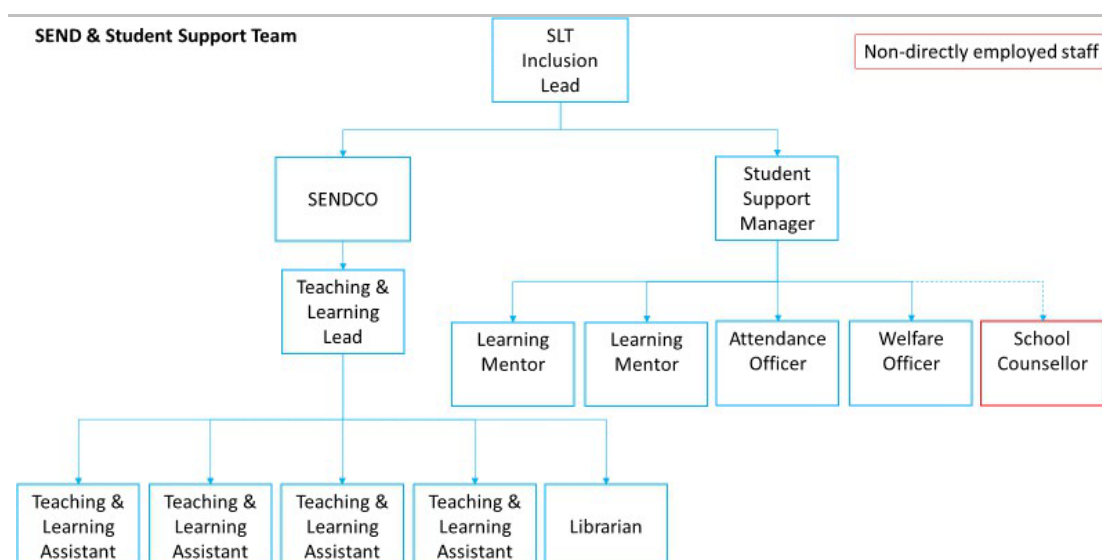
- When not working on attendance issues, assist the Student Support Team with general support, including participating as a member of break and lunch duty teams, undertaking on call duties, and other appropriate tasks as required.
- Promote the school's values and behaviour expectations whenever interacting with students, engaging with them in a positive way in order to ensure highest standards of behaviour at all times, including anticipating and taking action to discourage poor behaviour, dealing with any incidents, encouraging students to take responsibility for their own behaviour, using the school's behaviour system to record praise and concerns for individual students, and referring matters to senior teaching staff as necessary.

## **General**

- When not working on attendance issues or at the school's busy times, assist the Central Administration Team with general administrative support on a range of areas, including administration of lettings and Parents' Evenings.
- Arrange cover for absent teachers on an occasional basis in the absence of the main cover coordinator.
- Appreciate and support the role of your fellow professionals and be prepared to balance workloads and assist others for the benefit of LSU.
- Establish and maintain good relationships with all colleagues, students, parents/carers, Governors, suppliers, contractors and outside agencies.
- Participate in school events such as open mornings/evenings and contribute to promoting the school to the wider community.
- Provide excellent customer service at all times, acting as an ambassador for LSU.
- Show commitment to their continued professional development and performance management.
- Undertake INSET and training and participate in appropriate school and external meetings, making positive contributions.
- Undertake specific duties in the event of a fire evacuation or other emergency as described in the Fire Evacuation Procedure.
- Undertake any other duties, appropriate to the grade, which may be required as directed by the Student Support Manager, Deputy Headteacher in charge of Pastoral Care, Headteacher, or other appropriate member of staff.
- Have an awareness of and compliance with all policies and procedures in relation to safeguarding and child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person.
- For year 12 and 13 students, liaising with the Finance department, Parents, Pastoral Teams and Students regarding the Attendance driven Bursary Payments in the Sixth Form

**Note:** All LSU employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

## STRUCTURE CHART



## WORK ENVIRONMENT

Post holders will be located in the attendance office.

This is a term time plus INSET days post (39 weeks per year). Post holders are required to work 35 hours per week between 8.00am and 5.00pm, with an hour for lunch. Shifts may vary and post holders will be expected to be flexible in their hours in order to meet business needs, including supporting at after school events as required.

Post holders are required to work on all INSET days.

Post holders are required to hold an enhanced DBS disclosure.

Post holders will be expected to work to deadlines as they arise. Guidance and time management advice will be provided by their line manager **and or task manager**.

Post holders are expected to adhere to all school policies and procedures.

## WORK CONTEXT

### Communications and working relationships

- The post holder is a member of the school's SEND, Student Support and Pastoral Team and is regularly required to work closely and have strong relationships with all members of this team and to make positive contributions to team meetings.
- The post holder may be required to work closely with the Headteacher, senior leadership team, other support staff managers/colleagues, Heads of Year, Heads of Faculty and others as the need arises, although this will generally be under the direction of the Student Support Manager and/or Deputy Headteacher in charge of Pastoral Care
- Communications into and out of the SEND & Student Support Team should be treated as confidential.
- The post holder will be required to communicate regularly with parents/carers, students and external agencies on behalf of the school.

### **Innovation (decision making and creativity)**

- Post holders will be expected to use initiative, including making suggestions for improvements and developments to systems, procedures and policies, and exercise judgement in determining priorities for themselves.
- Post holders will also be expected to have flexibility to adapt to changing school priorities.
- Post holders will be prepared to develop new skills and working methods in order to effectively respond to changing school needs.

### **Resource management**

None

### **Equal Opportunities statement**

- As a member of school staff, take individual and collective professional responsibility for reinforcing and promoting a working environment free from discrimination, victimisation, harassment and bullying.
- Ensure the development and progression of equality within the scope of responsibility of this post and the fair and equal treatment of all colleagues, students, parents/carers and visitors.
- Adhere to the school's Equal Opportunities policies and ensure anti-discriminatory practice.

### **Safeguarding and Child Protection**

The post holders' responsibility for promoting and safeguarding the welfare of children and young people with whom they come into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy at all times. If, in the course of carrying out the duties of the post the post holders become aware of any actual or potential risks to the safety or welfare of children in the school, they must report any concerns to the School's Designated Safeguarding Lead Officer or a member of the Safeguarding Team.

### **Confidentiality and Data Protection**

- To treat all information acquired through employment, both formally and informally, in strict confidence.
- To be aware of the school's responsibilities under the General Data Protection Regulations for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.
- To be especially aware of confidentiality expectations of specific roles such as providing support to the Finance & HR Team or with regards to the school's safeguarding and child protection responsibilities.

### **Commensurate statement**

The postholder must demonstrate a flexible approach in the delivery of work. Consequently the postholder may be required to undertake any other reasonable duties not specifically identified in the job profile but commensurate with the scope, grade and responsibilities of the post as determined by the manager.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS**

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Essential:

- GCSE 5 A\*-C minimum including maths and English at grade C or above, or the equivalent 4-9.
- Relevant recent professional development.
- First Aid at Work qualification (full course not appointed person course) or willingness to obtain.

Desirable:

- Educated to degree level.

### **KNOWLEDGE**

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Essential:

- Able to demonstrate a good standard of literacy and numeracy.
- Knowledge of student progress systems within the school and an understanding of student progress targets.
- Commitment to working within the School's aims with regard to safeguarding, equal opportunities and raising achievement.
- Able to handle confidential information with complete discretion.
- A genuine interest in education and being part of the school community.
- Knowledge and understanding of the personal and contextual issues that may affect young people and the ways they can be helped to address these.
- An understanding of Health and Safety in the workplace and a willingness to undertake any training that may be required.

Desirable:

- Knowledge of Bromcom or equivalent database experience.

### **SKILLS**

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Essential:

- ICT skills, including MS Word, Excel, Outlook, PowerPoint.
- Outstanding interpersonal skills and ability to communicate effectively, both orally and in writing; able to deal with students, staff, parents/carers and other visitors to the school in a professional calm, polite and friendly and helpful manner.
- Ability to work on own initiative, with a minimum of supervision and prioritise tasks, ensuring all deadlines are met and student needs are prioritised.
- Ability to establish and maintain effective relationships with staff, students and parents/carers, working positively as part of a team.
- Ability to work under pressure and deal with competing demands.
- Administrative and organisational skills including the ability to maintain accurate records, analyse data, and produce clear reports.
- Enthusiasm and aptitude to learn new skills and understand processes.
- A flexible and adaptable approach and an ability to work in a variety of school contexts.

### **EXPERIENCE**

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Essential:

- Experience of working with young people, ideally in a secondary school environment.
- Experience of dealing with safeguarding issues.
- Experience of working within a team environment and the flexibility that this may at times require.

Desirable:

- Experience of working with students with a range of needs including SEND, Looked After Children, EAL, and students from disadvantaged backgrounds.
- Experience of attending meetings with external agencies.