



Part of the
Ted Wragg TRUST

Queen Elizabeth's School

Attendance Officer

"Queen Elizabeth's is an ambitious school, dedicated to providing an excellent education that develops knowledge, character, contribution and wisdom."

**Paula Smith,
Headteacher**



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Key Details

Salary

Grade D, starting from £24,006

Location

QE School

Hours

38.5 hours per week

Interviews

TBC

Closing date

9am Friday 7 August

Required from

September 2026

Our vision is for Queen Elizabeth's to be an exceptional school which enables our young people to flourish in life and make a positive difference to their community. We will achieve this by providing an excellent education that develops knowledge, character, contribution, and wisdom.

At Queen Elizabeth's we champion the characteristics we know our young people need to lead a successful and fulfilled life. Ambition, a sense of community and kindness are essential for human flourishing and are at the core of what we do as a school.

Ambition: we work hard to be the best we can be so that we flourish in life.

Community: we take part in opportunities to make a positive difference to ourselves, each other and our wider community. We honour being together and are proud to be part of our school.

Kindness: we act with kindness so that others feel respected, valued and cared for.

How to apply

For an informal conversation about the position please contact Anna Field at anna.field@qe.devon.sch.uk

An application pack can be found at <https://www.tedwraggtrust.co.uk/vacancy> or click on the apply now button





Dear Applicant,

Thank you for your interest in this post at Queen Elizabeth's School. The school currently has 1,100 students on roll of whom 100 are in the Sixth Form. The majority of our students are drawn from our partner primary schools across mid Devon and the greater Exeter area.

Founded in the 16th century, our school is set in the market town of Crediton, just 7 miles from Exeter. We are an ambitious school dedicated to providing an excellent education that develops knowledge, character, contribution and wisdom. Our Year 7 and 8 students are taught on our Lower School site and Years 9–13 at our Upper School site on Western Road.

At Queen Elizabeth's our coaching programme supports all colleagues to continuously improve their classroom and leadership practice. We were delighted to be judged as Good in the most recent Ofsted report in May 2022, which recognised our high-quality curriculum and continued improvement in achieving positive outcomes for all students. Through high quality teaching and a broad range of extra-curricular activities ensure that our students and staff live out our values of ambition, community and kindness.

Our pillars of staff culture support all of our interactions as a school. This means being better every day, putting the team before the individual and demonstrating kindness by being both warm and strict.

By actively committing to these values and behaviours, staff will contribute to creating a school culture where everyone flourishes.

This recruitment pack outlines the key duties and accountabilities of the post.

The successful applicant will:

- have a clear, well communicated understanding of the most effective teaching and learning techniques that lead to strong student progress.
- possess the skills and determination to make a positive difference to the lives of our students.
- be relentless in encouraging all students to build their knowledge and actively contribute to school life within our community so that they develop a sense of pride and belonging.

Yours sincerely

Paula Smith – Headteacher

A Warm Welcome from our CEO



An ambitious and inclusive Trust of schools strengthening our communities through excellent education.



Moira Marder, OBE

On behalf of the Ted Wragg Trust, I would like to thank you for your interest in working for our Trust. This is an excellent opportunity to join our Trust and work in one of our 17 schools.

In our **ambitious** and **inclusive** Trust of schools we know that every individual is critical to help us to achieve our collective mission to **transform lives, strengthen communities** and **make the world a better place**.

Our values driven, growing 2-18 Trust, has the highest expectations for every child, every day, with social justice at our core. In this pack you will find out more about how we **support, develop** and **grow great people**.

This is a hugely exciting time for our Trust as we continue to grow, embed, improve and innovate to **improve the life chances of all children** in the South West.



We demonstrate our love through our values



How we will succeed



Attendance Officer, Grade D

Job Description

Key purpose of the role

Enable the Trust to realise its mission to 'Transform lives, strengthen communities and make the world a better place by enabling excellent educational experiences by providing well maintained schools and facilities.

To monitor and administer the registration and absence reporting process.

Your responsibilities

- Record Parent/Carer absence messages on Bromcom and ensure that reason for absence and any other additional information is fully documented.
- Follow up on any unexplained absences as a matter of urgency to ascertain reasons for absence, recording appropriate information and investigating queries through to their conclusion.
- Record and file medical letters and provide updates as needed.
- Administer Bromcom to ensure the register is completed and exclusions recorded accurately.
- Contact parents/carers regarding unauthorised absences or where concerning patterns of absence emerge.
- Process the registration of late students, following up as required.
- Manage processing and communication of holiday absence request letters
- Co-ordinate and manage the escalation processes for persistent absences, maintaining accurate records and communicating with all the parties involved.
- Quality assure the accuracy of registers, identifying errors and missing registers. Email staff who have not completed their registers and refer any repeated non-completion to their Line Manager and Assistant Principal.
- Track and monitor attendance data, providing reports and KPI analysis regularly highlighting attendance trends and patterns and significant group data.
- Liaise with the Data manager regarding students coming on or off roll as appropriate.
- Identify students requiring support or intervention and communicate through absence letters to parents and carers.
- Update tracker regularly.
- Attend Parent/Open Evenings as required.
- Attend and participate in regular meetings and act as minute taker.
- Make unsupervised contact with families in response to allocated referrals i.e. home visits and/ or meetings in school.
- Assist in the development, implementation and monitoring of systems relating to attendance and integration.
- To ensure that students and parents are supported sensitively and challenged appropriately to maximise attendance.
- To ensure that the attendance of vulnerable students is prioritised.
- To ensure appropriate and timely communication with colleagues, parents/carers and external agencies regarding attendance issues.
- To liaise with outside agencies including the school's Educational Welfare Officer (EWO) as required.
- To co-ordinate attendance processes with Year Team Leaders, Tutors, the Student Support Team and the senior leader responsible for attendance.

- To give advice and support to staff relating to attendance procedures and policy.
- To be an important point of contact for parents, assisting them directly or referring them to the most appropriate source of support.
- To ensure that actions resulting from meetings and reviews are successfully carried out and progress monitored effectively.
- To coordinate the writing of plans and interventions and associated paperwork for individual students.
- To represent the school, when required, at formal attendance meetings with parents, students and the EWO.
- To maintain accurate, confidential, secure and up-to-date documentation on all attendance matters.
- To liaise with colleagues on safeguarding and child protection matters effectively, passing any relevant information to a Designated Officer.
- To ensure all relevant information relating to safeguarding and child protection issues is accurately recorded using the school's CPOMs system.
- To undertake general clerical/administrative work to support colleagues.
- To promote the inclusion and acceptance of all students.

Role Criteria

- Support colleagues to familiarise themselves with their role
- Establish the best course of action using a range of recognised procedures
- Identify the need, assess the situation and initiate action, providing comprehensive guidance, advice and support.
- Undertake work where there is a wide range of choices, where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines
- Make decisions which have a material effect on internal operations of their own or other departments.
- Work may be subject to interruption but the program of tasks will not be subject to significant change.
- Good standard of practical knowledge/skills to be able to undertake more complex tasks



Person Specification

Qualifications

- | | |
|--|-----------|
| • 5 GCSEs at C or above including a minimum of GCSE grade C in English and Maths | Essential |
| • Educated to A level/level 3 or above | Desirable |

Experience

- | | |
|--|-----------|
| • Working in a learning or social services/welfare environment with young people. | Desirable |
| • Analysing information systematically and producing high-quality written communications with attention to detail. | Essential |
| • Working within a busy environment, meeting tight and demanding deadlines. | Essential |
| • Working with limited supervision and effectively determining when it is appropriate to change workload priorities. | Desirable |
| • General administration and familiarity with BROMCOM | Desirable |
| • Using a range of ICT packages and databases | Essential |

Key Skills

- Maintain confidentiality and adhere to Data Protection regulations at all times
- To work under pressure and prioritise workload to meet deadlines
- Excellent organisational skills with the ability to multi-task
- Excellent written and interpersonal communication skills
- Able to use own initiative
- Excellent team player
- Able to fulfil all aspects of the role with confidence and fluency in English

Values

- | | |
|--|-----------|
| • Ambitious: works hard, has the highest standards and is positive for the future | Essential |
| • Selfless: is self-aware and emotionally intelligent to be able to support self and others to thrive. Works selflessly to support the Trust's mission and strategic priorities | Essential |
| • Collaborative: builds strong relationships and networks | Essential |



#lifeattedwragg

We know that our people are our **greatest asset** and research tells us that happiness at work is directly linked to student happiness and consequently **student outcomes**.

We are working hard to make sure that all our employees **love coming to work**.



Our Trust is dedicated to fostering an environment where employees can **reach their full potential, with dignity, respect, and equal opportunities for all**.

We value the unique contributions of each individual, recognising that **diversity strengthens our community and makes our Trust a positive place to work and grow**.

We are committed to excellent employment practices that attract and retain talent from a variety of backgrounds and communities.

The aim of our people strategy is to be the **greatest place to work in the South West**.

We know that to realise our ambitious aim we must **welcome, retain and develop our great people** who work day in day out to **transform the lives of the children in our Trust**.



#lifeattedwragg is focussed on ensuring all our employees:

- **Love coming to work** and have a strong sense of belonging
- **Experience high quality development** through our dedicated development curriculums delivered by the Ted Wragg Institute
- **Inspire others** with their open and collaborative approach

To find out more about what it is like to work at the Ted Wragg Trust, explore our development curriculums and hear from our employees please visit our website at www.tedwraggtrust.co.uk/workwithus

Love coming to work



Experience high quality development



Inspire others



The Ted Wragg Institute



We want to ensure that our people feel **invested** and **fulfilled in their role** by providing personalised, relevant and engaging professional development. Our brand-new **Ted Wragg Institute (TWI)** delivers our **high-quality development** offer for all, across our family of schools.

Our incredible offer includes Trust CDP, Leadership Development, Networks, Cohort-specific training and NPQs. Take a look at our offer this year here.

Early Career Teachers

If you are an Early Career Teacher you will benefit from our tailored Early Career Framework combining weekly instructional coaching, asynchronous independent learning, online 'clinics' and in-person conferences. With a dedicated mentor or coach and access to supportive networks the ECTs in our Trust are supported and developed to reach their full potential.

Our professional development delivery model

Our professional development delivery is underpinned by our Education key concept (see page 8). We believe that professional development should build knowledge, motivate, develop techniques and embed practice.

At the Ted Wragg Trust, we are research informed and believe that it is important that everyone involved in sharing ideas understands the underlying rationale and evidence base. We ensure that professional development is:



Sustained

Frequency is critical,
not time span



Practice-Based

Create new habits



Domain-Specific

Create new habits



External Expertise

Challenge the familiar
& refresh ideas



Professional Buy-In

Purpose & benefits
eclipse volunteering

We believe this slightly adapted model from 'Teaching Walkthrus 2', Tom Sherrington and Oliver Caviglioli is applicable to all professional development and will underpin the delivery of all our professional development networks, seminars and webinars.



Our Ted Wragg Standard



Our Ted Wragg Standard provides a **minimum set of high standards** across all our schools to establish clear structures, implement effective processes and hold each other to account **to enable excellence**. It is based on our three key concepts: Leadership, Education and Every Child Succeeds.

Key Concept: Leadership



We believe that great leadership:



Fiercely educates



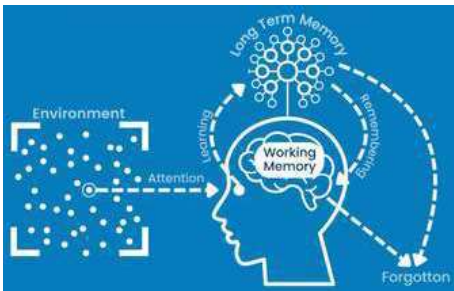
Thrives in a complex system



Is locally enabled

Key Concept: Education

We have a clearly defined and articulated learning model that is understood by all teaching staff. This model of the learning process uses the concepts of Working Memory and Long-Term Memory. It draws on ideas from Cognitive Load Theory and the work of Daniel Willingham.



Key Concept: Every Child Succeeds



We believe individual development is well explained using Maslow; that an individual grows in an ecosystem and can be interpreted using Bronfenbrenner's work, and that we are interdependent.

We believe that to enable our children to live a life of opportunity, we need to understand what true inclusion means. To us, our model is based on Maslow's hierarchy of needs and the Bronfenbrenner's ecology of inclusive education.

Microsystem

Child

- sleep well
- eat breakfast
- follow school rules and routines
- attend school regularly

Family

- healthy sleep patterns
- nutritional diet including breakfast
- Online safety parental controls
- adequate housing
- clean clothing
- Support school policies
- Protect from dangers
- attend medical appointments
- Ensure attendance is good

School

- Behaviour, Health and Safety, Accessibility, Safeguarding, Supporting Pupils with Medical Conditions and Anti-Bullying Policy
- Online Safety lessons and workshops for parents/carers
- Early Help support
- First Aid trained staff
- Attendance Engagement Officer and Attendance Policy
- Nutritional lunches and free breakfast
- Foodbank support
- Wrap around care

Mesosystem

- We endeavour to provide a safe and welcoming environment for pupils and their families.
- We listen to our pupils and families and take seriously what they tell us.
- We work in partnership with other agencies such as CAMHS and Early Help.

Macrosystem

- Keeping Children Safe in Education
- Teacher Standards
- Devon and Plymouth Children's Social Services
- 0-25 SEND Team
- Virtual School

Our Benefits

A critical part of our People Strategy is to ensure that we welcome and retain our great employees and ensure that they are supported both at home and at work.

When you join our Ted Wragg family we are here for you every step of the way. Here are some of the benefits we offer:



Our Trust Journey



Professor Ted Wragg, in whose memory the Ted Wragg Trust is named, was passionate about how education can transform young people's futures.

