

**Role Profile:** Attendance and Administrative Officer

**Reporting to:** Principal

**Our Values:**

- **Teamwork**

We recognise that when we work together effectively we are stronger and more consistent.

- **Empathy**

Consider the consequences of my decisions, large and small on those around me.

- **Inclusivity**

Everybody is treated fairly and equally no one is marginalised or left behind.

- **Respect**

We will ensure that we have due regard for the feelings, wishes, or rights of others in every action we take.

- **Positive**

It is our intention to stay constructive, optimistic and confident both for and with our young people and their families.

We believe that the values that we embody in Wave Trust empower young people to succeed, these are the values we are looking for when we seek new staff.

**Role and Responsibilities**

**Main duties and responsibilities:**

- To act as a first point of contact within the Academy for parents
- To ensure that the Academy system of pupil registration on and off site is correctly administered
- To be responsible for organising and managing the administrative procedures relating to the accurate and secure maintenance of pupil attendance records
- To monitor pupil punctuality and attendance
- To initiate and carry out post registration absence checks, liaising with staff, parents and SLT as needed, including promptly following up reasons for non-attendance by calling, texting and emailing parents and responding to emails, voice messages, texts and telephone calls from parents
- To be responsible for the daily checks on children at risk from absence from Academy
- To send regular communication home e.g. emails and text messages to ensure parents are aware of their children's current attendance and punctuality
- To deal with all requests by parents for pupil absence, liaising with relevant staff including SLT

- To liaise with parents regarding the decision about the absence request
- To maintain a high degree of confidentiality with regard to issues concerning members of staff and pupils.
- To respond positively with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken.
- To assist in the communication of regular attendance and punctuality information to key staff in referring schools
- To develop positive and supportive relationships with the Pastoral Support and Learning Support Teams within the Academy in order to promote the welfare of pupils and improve attendance rates
- To identify patterns of pupil non-attendance and to alert SLT and the Pastoral Support and Learning Support Teams to these patterns
- To work in partnership with SLT and the Pastoral Support and Learning Support Teams to resolve attendance problems
- To work with parents, schools and other agencies to reduce persistent absence
- To provide administrative support to the Senior Administrator and SLT, ensuring accuracy and confidentiality at all times.
- To communicate effectively within the Academy community
- To assist with the maintenance of the Academy database including ensuring that pupil and staff timetables are accurate
- To work to the demands of the post by meeting deadlines and handling sensitive information in line with Academy policies including adhering to essential GDPR guidelines.
- To support SLT and the Senior Administrator in the organisation and detailed planning of special events, such as all staff inset days, open afternoons and pupil and staff social events.
- To assist with the effective and efficient running of the Academy through proactively ordering Academy supplies and resources as needed, whilst adhering to Academy financial processes and systems and ensuring value for money.
- This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

**Person Specification:**

ATTRIBUTES	ESSENTIAL	DESIRABLE
Relevant Experience	<ul style="list-style-type: none"> <li>• Practical administrative work experience.</li> <li>• Front office experience</li> <li>• Experience of noting formal meetings.</li> <li>• Good levels of accuracy, attention to detail and ability to absorb, retain and recall information</li> <li>• Ability to use Microsoft products including E-mail, sharepoint, excel</li> <li>• Customer service experience</li> <li>• Experience of communicating with other professionals (eg lawyers and auditors) and stakeholders (eg students, parents, wider public)</li> <li>• the application of policies, procedures and relevant legislation/guidance across the Trust</li> <li>• Strong command of the English language, including excellent oral and literacy skills</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Administrative experience within a school environment</li> </ul>
Education & Training	<ul style="list-style-type: none"> <li>• Attainment of GCSE qualifications or equivalent (level 2) to include Maths and English</li> <li>• Takes ownership for personal development</li> </ul>	<ul style="list-style-type: none"> <li>• Further qualification relevant to post</li> </ul>
Special Knowledge & Skills	<ul style="list-style-type: none"> <li>• Organisational skills in terms of organising meetings, planning agendas and storing documents.</li> <li>• Ability to organise time and work to deadlines</li> <li>• Good interpersonal skills and successful experience of working with a broad cross section of people.</li> </ul>	<ul style="list-style-type: none"> <li>• Use of School Management Information Systems</li> </ul>



	<ul style="list-style-type: none"> <li>• Ability to work alone or in a team, and able to problem solve, decision make and analytical capabilities.</li> <li>• Ability to prioritise and multitask efficiently, copes well with pressure – a demonstrable ability to cope with conflicting demands and tight deadlines with calmness and efficiency</li> <li>• Displays regular evidence of initiative taking and willing to take action to contribute to the positive results of Wave</li> </ul>	
Any Additional Factors	<ul style="list-style-type: none"> <li>• Reliable.</li> <li>• Ability to work flexibly</li> <li>• Discreet &amp; confidential.</li> <li>• Capable of handling sensitive confidential information and being diplomatic if challenged</li> <li>• Comfortable with young people &amp; children.</li> <li>• Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.</li> </ul>	

