



Star

STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

ATTENDANCE OFFICER

JOB DESCRIPTION

JOB PURPOSE:

To provide an efficient and effective attendance service that assists the school in its primary function of teaching and learning.

JOB SUMMARY:

1. Provide an attendance support service for the school.
2. Promote good attendance and punctuality inside and outside of school using a variety of methods.
3. Be responsible for the exemplary maintenance of recording, monitoring and analyzing attendance records.
4. Maintain effective relationships with parents and carers to facilitate attendance.
5. Build and maintain constructive relationships and support links with the pupils, parents and carers and community.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Pupil Welfare Administration

- 1.1 Support the effective monitoring of attendance through recording, of daily absence data, preparation of weekly reports for staff and liaising with parents to query and authorise absences.
- 1.2 Investigate absences on a daily basis and making phone calls to parents/carers and/or pupils on the first day of absence.
- 1.3 Contact parents/carers on a daily basis via telephone and letters regarding attendance, absences, punctuality, truancy and any other concerns as identified by members of staff.
- 1.4 Efficiently process the administration of extended leave absence requests from parents.
- 1.5 Collaboratively work to reduce the percentage of recurring absences and lateness at the school.
- 1.6 Undertake training on, utilise and maintain BROMCOM Attendance modules effectively.
- 1.7 Assist staff in contacting parents and pupils where necessary and liaising with staff on outcomes.

2. School Administration

- 2.1 Record parent/carer absence calls on BROMCOM and ensure that reason for absences and any other additional information is fully documented.
- 2.2 Keep and manage absence trackers on weekly basis with attendance notes, sent letters and arrange parental meetings with attendance concerns.
- 2.3 Maintain manual and computerised records using Management Information Systems if required.
- 2.4 Ensure holiday requests are processed efficiently and accurate records kept.

- 2.5 Provide administrative support to assist and undertake any clerical duties as required.
- 2.6 Access emails and website.
- 2.7 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.8 Participate in training and professional development opportunities as required to fulfil the role.

3. Processes and Policies

- 3.1 Comply with and assist with all policies and procedures in relation to Safeguarding, Health, safety and security, confidentiality and data protection and reporting all concerns to the appropriate person(s).
- 3.2 Undertake administration of BROMCOM to ensure the register is completed and absences such as sickness and exclusions are recorded accurately.
- 3.3 Support Elective Home Education referrals.
- 3.4 Support Children Missing in Education (CME) referrals.
- 3.5 Effectively and proactively resolve all issues from attendance and in a timely manner.
- 3.6 Contribute to the safeguarding and protection of children.
- 3.7 Create awareness of good attendance and punctuality with pupils and families.

4. Relationships and Communication

- 4.1 Respond to staff, pupil, parent and other stakeholder queries in a timely and professional manner.
- 4.2 Maintain constructive relationships with parents and carers when exchanging information, facilitating their support for their child's attendance, and supporting home to Academy and community links.
- 4.3 Provide feedback to staff, parents, and pupils in relation to attendance.
- 4.4 Arrange visits where required under the guidance and support from the Pastoral team and where appropriate, make unsupervised contact with families in response to allocated referrals i.e. home visits and/or meetings in schools.
- 4.5 Develop and maintain appropriate contact with the families and carers of the children and young people in relation to attendance.
- 4.6 Liaise with outside agencies (i.e. Police, Local Authority) where appropriate.

5. Other Responsibilities

- 5.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 5.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.3 Contribute to the wider life of the Trust and the Star community.
- 5.4 Carry out any such duties as may be reasonably required by the Trust.

6. Records Management

- 6.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.



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PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
QUALIFICATIONS				
1.	5 A*- Cs at GCSE including English and Maths or equivalent qualification.	E	✓	
2.	A-Levels or equivalent qualification relevant to the post such as social work, reaching or youth work.	E	✓	
3.	Evidence of Continuous Professional Development.	E	✓	
EXPERIENCE				
4.	Experience of working in a school in an attendance related service or general administration.	E	✓	
5.	Working with professionals from other agencies and in a multi-agency context with a willingness to undertake travel as and when required.	E	✓	
6.	Demonstrate an ability to cope with stressful/conflict situations.	E	✓	
7.	Experience of working in an administrative setting.	E	✓	✓
8.	Experience of pupil administration.	D	✓	✓
9.	Experience of working in an educational setting.	D	✓	✓
10.	Experience of using BROMCOM or other Management Information Systems.	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
11.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	E	✓	✓
12.	Ability to converse in a number of community languages.	D	✓	✓
13.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
14.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
15.	Ability to maintain positive relationships with pupils, staff, parents and members of the community.	E	✓	✓
16.	Strong verbal and written communication skills.	E	✓	✓
PERSONAL QUALITIES				
17.	A passionate belief in the school's mission statement.	E	✓	✓
18.	Strong team working skills.	E	✓	✓
19.	Highest levels of professional and personal integrity.	E	✓	✓
20.	Excellent interpersonal skills.	E	✓	✓
21.	Personal resilience, persistence and perseverance.	E	✓	✓
22.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
23.	Willingness to attend appropriate training/carry out any other job-related duties.	E	✓	✓
24.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
25.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
26.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
27.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
28.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
29.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
30.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓