



## JOB DESCRIPTION

|                                               |                                                                                                                                   |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                             | Attendance Officer                                                                                                                |
| <b>Salary:</b>                                | TPAT Point 9                                                                                                                      |
| <b>Responsible to:</b>                        | Attendance and Inclusion Lead                                                                                                     |
| <b>Direct Supervisory Responsibility for:</b> | N/A                                                                                                                               |
| <b>Important Functional Relationships:</b>    | TPAT, EWO, Local Monitoring Committee, Teachers, Support Staff, Students, Parents/Carers, Governors, External Professional Bodies |
| <b>Internal/External:</b>                     |                                                                                                                                   |

### Main Purpose of the Job:

Work with Attendance and Inclusion Lead, EWO'S, Head Teachers and School Attendance Teams to:

- Collect and organise data for all schools.
- Support with Admission, P-TT and Pupil Absence group panels, completing clear and concise minutes.
- Support with casework and monitor student attendance.
- Promote a culture of high attendance and punctuality.
- Support schools with the Trust Attendance Strategy to reduce levels of absence.
- Support schools to ensure registers are completed in line with statutory school requirements.

Play a key role in the Trust attendance teams tiered approach to attendance.

Support EWO's to:

- Implement Tier 3, producing reports and warnings as required.
- Provide school reports to highlight and target children in line with the trust tiered response.
- Provide targeted support, especially for disadvantaged students.
- Liaise with external agencies to:
  - Support families.
  - Make referrals as necessary.

### Main Duties and Responsibilities:

#### Principle Accountabilities

- To support with the implementation of the Trust Attendance Strategy, providing appropriate administrative support to the Attendance and Inclusion Lead and Education Welfare Officers (EWO).
- To support the Education Welfare Officer school work, prepopulating Arbor custom reports to identify pupils and families that require tiered intervention.
- To support the Attendance and Inclusion Lead with part-time timetable (P-TT) reviews, record and response to schools
- To complete all required data reports, including EWO school meeting reports, View Your Educational Data (VYED) reports, professional services and trustee's reports
- To complete and update team spreadsheets, including T3 referrals, EWO caseloads and P-TTs.

- To complete EWO letters, contact reports, legal warnings and Education Planning Meeting reports and invitations
- To complete Penalty notice to prosecution paperwork on school's behalf.
- Manage legal bundle casework for EWO's, submit to the Local Authority and monitor and record updates and outcomes.
- Act as clerk to the Trust Admissions panel, managing panel dates, members, reports, outcomes and responses.
- Provide low level Tier 1 support to targeted schools.
- To support and act for the attendance team with routine duties as and when required.
- Contribute to the development of attendance processes and systems, identifying opportunities to optimise administrative processes for improved effectiveness
- Clerk to team meetings, managing agenda, minutes and overseeing any actions.
- Contribute to the development of attendance processes and systems, identifying opportunities to optimise administrative processes for improved effectiveness.
- Provide feedback to the Education Welfare Team on administrative workflows, helping to streamline case management and reporting
- First point of contact support for school Arbor queries

### **Key Tasks**

- To manage the attendance inbox ensuring queries are forwarded to the appropriate person
- To support the Attendance and Inclusion Lead with the management of part-time timetables
- To support the Attendance and Inclusion Lead with the management of admissions
- To support the Attendance and Inclusion Lead with the management of attendance referrals, ensuring appropriate paperwork is received and allocating to appropriate officer
- To manage Attendance meetings, creating agendas, minutes and overseeing actions
- To provide administrative support to the Education Welfare Officers ensuring accuracy and completeness in all cases
- To complete legal paperwork for unpaid penalty notices and submit to the Local Authority
- To quality assure prosecution paperwork prepared by Education Welfare Officers, ensuring accuracy and completeness before submitting to the Local Authority
- To submit requests to the local authority for support with Section 19 queries
- To log, track and monitor all submissions to the local authority
- To assist with the identification of students who will receive support in improving their attendance record and tracking progress.
- To support schools to keep appropriate records of attendance, punctuality and absence.
- To create and manage reports through Arbor that will support the Attendance team
- To build a rigorous evidence base of intervention by ensuring that all administration tasks, documents, records relating to the role and provision are completed within timescales, ensuring that such documentation is kept up to date and are available for viewing.
- To provide administrative support for the Attendance team.
- To produce attendance reports for which accurately reflect and identify patterns of attendance, punctuality, absence and behaviour for key cohorts and individual students, as and when required.
- Provide analysis and evaluation of data/and produce detailed reports/information as required.
- To work with colleagues, other agencies and parents/carers, to improve attendance and ensure the Trust Attendance Policy and procedures are consistently implemented to safeguard the welfare of children.
- To support school pastoral teams and carry out duties when required.

### **General Responsibilities applicable to all staff**

- Demonstrate and promote the values of Truro and Penwith Academy Trust at all times.
- Contribute to the overall ethos and aims of the school.

- Follow and adhere to all agreed Child Protection and Safeguarding policies and procedures at all times.
- Make a positive impact on our students' lives and contribute to shaping a brighter future.
- Play a full part in the life of the school community and support its vision and ethos to encourage all staff and students to follow this example.
- Work effectively with other members of staff to meet the needs of students; ensuring that students' needs are prioritised.
- Act as a role model and set high expectations of conduct and behaviour.
- Appreciate and support the role of other professionals.
- Have a clear sight of how this role impacts on the school's students at all times.
- Work with professionalism in line with the Trust's Code of Conduct.
- Be aware of and comply with all policies and procedures at all times, especially those relating to child protection, health, safety and security, confidentiality, data protection and copyright, code of conduct, reporting all concerns to line manager.
- Be a positive influence on the climate and culture of the school and a positive role model at all times.
- Model good management practice across the Trust.
- Be aware of and support difference, ensuring equal opportunities for all.
- Actively promote the safety and welfare of our children and young people.
- Administer basic first aid and assist in the dispensing of medically prescribed controlled drugs in line with school procedures (only if trained to do so); recording on SafeSmart as required.
- Attend liaison events and effectively promote the school at open days/evenings and other events.
- Act as a Trust team member and provide support and cover for other staff where needs arise, inclusive of work at other sites within a reasonable travel distance.
- Be aware of and comply with all School and Trust policies and procedures.
- Undertake mandatory training, professional development, learning activities and appraisal procedures as appropriate.
- Attend and participate in relevant meetings and Trust based INSET as required.
- Responsible for your own self-development on a continuous basis; taking responsibility for your own CPD.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Maintain at all times the utmost confidentiality with regards to all reports, records, personal data relating to staff and students and other information of a sensitive nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.
- Carry out any other reasonable instructions commensurate with the post in order to support the work of the Trust and its Academies.

### Job Description

This job description is not exhaustive and does not form part of your contract of employment. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document will be reviewed annually as part of the appraisal process or as appropriate.

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

### Special Conditions of Employment

Truro and Penwith Academy Trust is committed to safeguarding and promoting the welfare of children and young people, ensuring a culture of valuing diversity, and ensuring equality of opportunities, and expects all staff and volunteers to share this commitment. The post-holder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe

in Education'. The post-holder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or well-being of children or young people.

All offers of employment are conditional and are subject to satisfactory pre-employment checks including receipt of original qualification documents, two satisfactory references, health screening, proof of eligibility to work in the UK, Childcare Disqualification check, a Disclosure and Barring Service (DBS) check and online searches.

#### PERSON SPECIFICATION – Attendance Officer

| Person Specification          | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Desirable                                                                                                                                                                                                                                                                                                                                                                                                                               | Recruiting Method                                     |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Education and Training</b> | <p>Good general education; minimum 5 GCSEs grade A*-C (or equivalent) including English</p> <p>Attainment of NVQ Level 3 qualifications [or equivalent] in an admin related field or proven experience</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>A -level qualifications</p> <p>Relevant qualification in administration, safeguarding, or education support</p> <p>Training in Safeguarding, child protection, or attendance legislation</p> <p>Full Clean Driving Licence</p>                                                                                                                                                                                                       | <p>Application</p> <p>Interview</p>                   |
| <b>Skills and Experience</b>  | <p>Practical experience of working in the area of specialism &amp; to include supervisory responsibility</p> <p>Experience of working with young people of primary and/or secondary age</p> <p>Experience of working within an administrative or pastoral role</p> <p>Knowledge and understanding of legislation relating to the safeguarding and protection of children</p> <p>Knowledge of the education system</p> <p>Ability to work on own initiative within school protocols &amp; procedures handling sensitive data</p> <p>Excellent written and oral communication skills and the ability to communicate effectively with young people, parents/carers and external agencies</p> <p>Good organisation and time management skills</p> <p>Ability to adopt a flexible approach to supporting young people and their families</p> <p>Ability to work as part of a team and have a commitment to supporting further trust improvement</p> <p>Ability to maintain a professional and positive manner at all times</p> <p>Experience of working in a busy office environment, with many competing priorities</p> | <p>Experience supporting attendance improvement initiatives</p> <p>Experience preparing legal documentation or supporting casework</p> <p>Experience with data analysis and reporting for school</p> <p>Relevant experience of working with/ in a school / college environment</p> <p>Experience of using Microsoft Excel to create reports</p> <p>Experience of working with external agencies relating to the welfare of children</p> | <p>Application</p> <p>Interview</p> <p>Assessment</p> |

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                  |                                  |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
|                                        | Experience using MIS systems (e.g, Arbor) and producing reports                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                  |                                  |
| <b>Specialist Knowledge and Skills</b> | <p>Strong ICT skills including Excel, Word, and database systems</p> <p>Excellent written and verbal communication skills</p> <p>Knowledge and awareness of legislation relating to school attendance</p> <p>Ability to deal with difficult situations when they arise and have challenging conversations when required</p> <p>Ability to develop respectful and professional relationships with students, parents/carers and colleagues</p>                                | <p>Knowledge of DfE attendance guidance and school attendance legislation</p> <p>Understanding of safeguarding procedures and multi-agency working</p> <p>Knowledge of local support services and referral pathways</p> <p>Level 2 or above in safeguarding</p> <p>Knowledge of school admin</p> | Application Interview Assessment |
| <b>Behaviours and Values</b>           | <p>Self-motivated &amp; shows initiative</p> <p>To work individually &amp; also as part of a team</p> <p>Dependable, reliable, committed &amp; adaptable, with a flexible approach to work</p> <p>Ability to work collaboratively with colleagues</p> <p>Ability to work outside of core hours when required</p> <p>Ability to remain calm under pressure</p> <p>High level of confidentiality and professionalism</p> <p>Commitment to improving outcomes for children</p> | <p>Flexible and adaptable to changing priorities</p> <p>Willingness to travel between sites</p>                                                                                                                                                                                                  | Application Interview Assessment |

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