



FRAMWELLGATE  
SCHOOL DURHAM

# Attendance Support Officer

## CANDIDATE INFORMATION PACK

**Salary – FSD6 points 11-14**

**Salary £28,142 - £29,540 (pro rata to weeks worked £25,543 -  
£26,812)**

**Term time plus two weeks (37 hours per week, Monday to Friday)**

**Start Date – as soon as possible**

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We wish to appoint an Attendance Support Officer who will play a pivotal, higher-level administrative role within the school, providing dedicated support to the Assistant Headteacher with responsibility for attendance. This post goes beyond routine administration, requiring a proactive and analytical approach to monitoring, recording, tracking and improving student attendance. The role involves coordinating attendance systems, producing detailed reports, liaising with families and external agencies, and ensuring that attendance processes are implemented consistently and effectively.

We offer an environment where our staff are respected and trusted as professionals. Collective Endeavour is how we ensure the greatest experience for our students. Staff in our school immediately become part of strong teams with regular collaborative work and the successful candidate will work closely with Assistant Headteacher plus the wider pastoral team in developing strategies to help raise punctual student attendance and reduce persistent absenteeism.

We are a truly inclusive school and for us social justice and providing all of our students with the knowledge and skills to allow them to have a voice and achieve their goals is really important; the most for those that need the most. This is echoed throughout our school with a real commitment to the wellbeing and success of our staff and students. If you think this aligns with your values, then we would love to hear from you.

Michael Wright  
Headteacher

## CONTACT

Queries and applications should be submitted to Executive Assistant, Fiona Thompson at [vacancies@framdurham.com](mailto:vacancies@framdurham.com)

## KEY DATES

The closing date for applications is: Tuesday 21 April at 9.00am

Shortlisting will take place shortly afterwards

Interviews are scheduled to take place: shortly after 21 April.

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list check will be required for this post, together with completion of a pre-employment health questionnaire.

The Excel Academy Partnership  
at Framwellgate School Durham  
Newton Drive  
Durham  
DH1 5BQ





# ABOUT FRAMWELLGATE SCHOOL DURHAM

Thank you for considering joining us as Framwellgate School Durham.

The school website is an excellent starting point if you wish to know what life is like here and we would urge everyone to look at this to help them decide if our school is right for you. We're also really keen that people visit the school before applying for any post here so they can have a good sense of our values and ethos and how they can contribute to that.

The school ethos is based on the idea of excellence, inclusivity and all our students being known and valued. It's important to us and our commitment to social justice that these aren't simply words, but what we ask all members of our community to model and practically demonstrate during their time here. If these values speak to you then this could be the school for you.

# AIMS AND ETHOS

We want three things for all our students:

1. To be known
2. To be valued
3. To achieve excellence

## EXCELLENCE, INCLUSIVITY AND RELATIONSHIPS

All of our students deserve to know, experience and develop **excellence**. Subject expert teachers delivering with passion and engagement allow all our students to learn and achieve, developing the habits they need to be a success.

We are an inclusive school and we recognise that some students will join us and face barriers on their path to excellence. That's why we always focus on how best to support these students, we offer '**The most for those that need the most.**' This commitment to inclusivity and social justice is at the heart of our community.

To ensure we can do these things every one of our students is **known and valued**, with each success celebrated and each difficulty recognised. This is a community school and every child should feel safe and able to be who they truly are so that they can develop in confidence into young adults ready to do anything they put their minds to.



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# OUR CURRICULUM

We are rightly proud of our curriculum in terms of both its scope and its ambition.

As a true community and comprehensive school, we want all the children we serve to experience success and also be supported to achieve their maximum potential regardless of what that is – it's not the grades students get while here that defines them but the destinations they unlock and we're proud of our ability to help every student reach the right destination for them. To enable this we recruit subject specialists, passionate about their chosen area, to share their love for their subject with others. All our staff should still be excited about learning new things themselves and this habit will build the culture of excellence we strive for.

## PASTORAL CARE AND SUPPORT



Pastoral care, and the strong relationships between staff and students, is a key strength of the school and is shown in the compassion and respect that all members of our community routinely show to each other. This is a fully inclusive school and we're proud of this fact. All students are placed in tutor groups and remain with their tutor group and their tutor as they move from Year 7 to 11. The tutor is the first port of call for all students and will build up a rapport unique to each child over their time here so that every student feels valued and known. Each year group also benefits from the support of a non-teaching Pastoral Manager, as well as access to other specialists such as our Emotional Wellbeing Worker. This allows students to receive the support they need so they can focus on their education.

Our personal development offer is rich and detailed and aims to ensure that every child leaves not only ready to be a success in life but knows what active choices they can make. The school has a rich extra-curricular and super-curricular offer to help build character in students and we encourage all our staff to help grow this further by running clubs or societies that are close to their personal passions. From the French book club to girls' football, 6th Form reading buddies to Vex Robotics, Climbing to the Broadening Horizons Award, there's something for all students to enrich themselves with.

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# LEADERSHIP, STAFF WELLBEING & DEVELOPMENT

The leadership of the school is committed to trusting in the professionalism of all its staff. We offer a high level of autonomy so that curriculum areas and individual teachers are trusted to determine what they believe is the best, most enriching and challenging curriculum for our students as well as constantly reflecting on the best pedagogical approach to deliver on that ambition. We promote the fact that this should all be a **collective endeavour** and that it's teams working together that achieve the best results. In return the leadership of the school will look to ensure that we all maintain a calm and orderly environment, that teachers can teach and that the training in school is designed to maximise professional development and help in the maintenance of our high standards.

At a leadership level we are all committed to the values of ethical leadership and to applying this to every aspect of school life. Every member of the school community should feel able to speak to anyone else on a professional level and that their concern or question will be listened to, acknowledged and acted upon. As a consequence of this approach, morale amongst the staff is high as we encourage them to seek **professional joy** and value working here. The school will benefit from a new build due to open in 2027, but the heart of any school is not its bricks and mortar but the people who work there, something we recognise and celebrate.

## LIVING IN THE NORTH EAST

Living in the North East is an attractive proposition. Many of our staff live within our catchment area and house prices in the region mean that it is ideal both for those seeking to establish themselves on the property ladder, or for families in need of more space.

As well as the historic city of Durham with its rich cultural heritage and thriving social scene, the surrounding area offers much in the way of natural beauty for people to enjoy, whether walking in the Wear Valley, going north to the Borders, south to the North York Moors, surfing in the North Sea or spending time in the other local cities of Newcastle or Sunderland.

Well served by transport links, the school is close to both Durham train station, a key stop on the East Coast Mainline, and the A1 (M), allowing easy access to Newcastle, York and London.

Durham is an amazing place to both live and work and we're confident you'll feel the same.



# JOB DESCRIPTION

## Main Purpose of the Role

- To support the Assistant Headteacher in the administration of systems and strategies to raise punctual student attendance and reduce persistent absenteeism.
- To be responsible for the maintenance of systems to facilitate the monitoring of student attendance and punctuality.
- To input, maintain, and report on data specifically in relation to attendance of students, and advise on trends and patterns which are evident.
- To support the work of the school to improve student attendance, attending meetings as and when required.
- To provide information to colleagues to support them in delivering meetings with parents and carers.

## Main Duties and Responsibilities

- To liaise with parents and carers for attendance issues in school.
- Provide regular updates for key staff on student attendance to facilitate the development of strategies for improvement and ensure that parents/carers are provided with regular updates on their child's progress with regards to attendance and punctuality.
- Produce and analyse statistical data relating to attendance patterns of sub-groups and individuals within the school and to ensure that accurate and up to date records are kept. Produce half termly 'dashboards' for senior leaders relating to all students and sub-groups as directed.
- Keep all data, including sensitive data, secure and destroy data in line with the requirements of the academy retention policy.
- Identify individuals with unexplained lateness or truanting absences and liaise with the relevant key staff to rectify this.
- Support the pastoral team and family liaison manager to develop individual attendance plans to improve attendance with individual students where their attendance gives cause for concern.
- Organise a daily check on students at risk of lateness or truanting via first day contact, investigate reasons and apply intervention as appropriate. Utilise truancy messaging through appropriate platforms. Update relevant school digital platforms where relevant.
- Facilitate the tracking of students' attendance which falls below national targets.
- Monitor the effectiveness over time of first day contact in liaison with the pastoral team and family liaison manager.
- Follow up reasons for absence using agreed school systems.
- Support in the provision of advice for students and their parents or carers when the student is returning to school after a long period of absence, in liaison with other relevant staff.
- Ensure that school registration systems are developed and correctly administered and report on the quality of registers.

- Ensure registration systems are refined to support the fire risk management procedures.
- Produce daily and weekly attendance reports for the school under the direction of line management.
- Support the transition programme by liaising with the key staff, and ensuring they are provided with primary feeder data including the attendance records of new students in order to target early intervention.
- Monitor all students' attendance up to the point of referring to AIT.
- Monitor lesson marks and identify internal truancy on a daily basis, reporting information to the relevant staff.
- Participate in the development of school reward systems in relation to attendance and punctuality.
- Assist in the completion of accurate attendance data submitted to outside agencies.
- Provide daily student registers for appropriate activities e.g. fire registers, visits, tutor time.
- Support "enrichment week" by producing registers for all activities, and setting up processes to ensure attendance is accurately tracked and recorded.
- Support the Assistant Headteacher in reviewing procedures for tracking attendance and following up absences.
- Administer the authorisation of LOA/Holiday/Education off site.
- Liaise with staff responsible for AP placements to ensure early intervention for non-attendance.
- Refer holiday fixed penalty notices to AIT.
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the relevant staff member(s).
- Promote and implement the school's Equality Policy in all aspects of employment and service delivery.
- Administer removal from roll of Year 11 and Sixth Form leavers
- Administer transfer/admissions processes
- Act as first contact for admissions/transfers, including collating all Year 6 data from SAM (Schools Admissions Module), following school procedures and also using CTF system for transferring information.
- Liaise with all primary schools to collate correct information about Year 6 students.
- Collate data collection forms from primary feeder schools and in year transfers, and upload the data to relevant management information systems in a timely fashion.

- Gather information for Assistant Head teacher/pastoral team/Data Manager for in-year admissions/transfers into school including administering the transfer of electronic CTF files.
- Update Durham County Council with transfer information (start date, leaving date and destination of student)

#### General responsibilities of all staff:

- **Safeguarding, Equality & Diversity and Health & Safety**
  - To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
  - To carry out your duties with full regard to all Academy Policies
  - To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.
  - To comply with the Academy's requirements for safeguarding and vetting checks.
- **Other**
  - The post holder may be required to undertake any other duties as directed by their line manager or Senior colleagues, commensurate with the grade and level of the role.
- **Compliance with Policies**
  - The post holder is required to comply with all Academy policies

## Person Specification: Attendance Support Officer

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Five GCSEs at C plus (or equivalent) including English and maths</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 qualifications</li> <li>• First aid qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with secondary aged children in a school</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with secondary aged children in school in a similar role</li> <li>• Experience of working with community groups and agencies</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good oral and written communication skills</li> <li>• Ability to use ICT effectively to support teaching and learning</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in managing students displaying challenging behaviours</li> <li>• Skilled at carrying out difficult conversations</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work effectively as part of a team</li> <li>• Calm and positive approach</li> <li>• Ability to relate well with children and adults and form effective working relationships</li> <li>• Sensitive to the needs of children and parents</li> <li>• Active listening skills</li> <li>• Ability to use own initiative when required</li> <li>• Able to manage time effectively</li> <li>• Creative thinker</li> <li>• Excellent organisational skills</li> </ul>	<p>and working with hard to reach parents</p> <ul style="list-style-type: none"> <li>• Skilled at developing positive and productive working relationships with parents</li> </ul>
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If you have any queries prior to submitting an application please contact Fiona Thompson, Executive Assistant at [vacancies@framdurham.com](mailto:vacancies@framdurham.com)

Please complete the application form available from our website.

## GUIDANCE ON COMPLETING THE APPLICATION FORM:

Candidates are requested to complete the application form in full. Section B requires you to set out thorough evidence of how you meet the criteria included in the person specification. This will be used in the shortlisting process. This section should be no more than 1,000 words.

Please note, we will not consider applications which do NOT have:

- A completed application form
- A completed Section B

Your completed application form should be emailed 'in confidence' to [vacancies@framdurham.com](mailto:vacancies@framdurham.com) by 9.00am on Tuesday 21 April. All applications will be acknowledged by email. Please DO NOT upload your application to the website on which this post is advertised and please note that we do not accept CVs.

## KEY DATES

The closing date for applications is: **Tuesday 21 April at 9.00am**

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Interviews are scheduled to take place: shortly after 21 April



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