

Job Description

Post:	Student Receptionist & Attendance Support Officer
Pay Scale:	Grade 4 SCP 7-11
Responsible to:	Deputy Headteacher
Main Location:	School based

Main Duties

- Answering the telephone and face-to-face enquiries and signing in visitors.
- To be responsible for the administration of student attendance within Arbor, ensuring all registers are completed.
- Check registers and contact parents/guardians on the first day of absence (or as soon as possible).
- Liaise with parents/guardians for updates on student attendance - including making and receiving phone calls/voice messages/text messages.
- Record and monitor late arrivals - including signing in late pupils on InVentory system and importing data into Arbor.
- To attend and participate in the administration and pastoral meetings, as required.
- Liaise with the early intervention team, social workers and other professionals, as required.
- Liaise directly with appropriate Head of Year, Head of House, or Pastoral Care Officers, updating them with relevant information and causes for concern.
- To attend home visits in the instance of poor attendance.
- To manage school correspondence in respect of attendance, issuing letters and liaising with staff, as appropriate.
- To identify and monitor pupils with low attendance, producing warning letters and liaising with relevant staff, as appropriate.
- To identify and monitor pupils with low attendance, producing warning letters and contacting Bolton Council to send fixed penalty requests, if required.
- To provide relevant reports and analysis in preparation for meetings.
- To provide accurate attendance reports and statistics, thereby ensuring that information is available for internal and external use.
- To process holiday/absence requests and produce letters, as required.
- To organize and lead on attendance meetings for pupils with low attendance at Year group Parents' Evening.
- To ensure all relevant information is uploaded on CPOMS and/or Arbor.
- To further develop ways of improving systems and procedures.
- To provide administrative support to staff, as required.

Professional standards and development

- Take responsibility for and participating in continuing professional development.
- Be a role model to students through appropriate personal presentation and professional conduct.
- Support all the School's policies and ethos.

- Establish effective working relationships with professional colleagues both in school and as part of the school's learning community and network.
- Reflect on own professional practice.
- Take responsibility for and participating in continuing professional development.

Continuing professional development and formation

- Undertake any necessary professional development as identified, taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Performance Management/Appraisal process - evaluating and improving your own practice.

General Responsibilities

- Attend and participate in staff meetings, training, and briefings as appropriate.
- Be aware of, and comply with all Trust policies and procedures, particularly those relating to child protection, health, safety and security, financial management, confidentiality, and data protection.
- Contribute to the overall ethos, work, and aims of the Trust.
- Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.

These duties are neither exclusive nor exhaustive, and the postholder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.

The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see STOC's Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check. An online search will be performed on all shortlisted applicants in accordance with the Trust's safeguarding procedures and Keeping Children Safe in Education statutory guidance.

It is the practice of this Trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

The Trust is committed to welcoming individuals regardless of age, disability, ethnicity, faith, gender identity, sexual orientation or marital status or whether you are pregnant or on parental leave or from a socio-economic background. We welcome applicants from all communities and from people that identify with those characteristics.

Person Specification		
Key E Essential, R References, I Interview, C Certificate, D Desirable, A Application		
	Essential / desirable	Evidence
Qualifications		
GCSE English and Mathematics at Grade A*- C, or GCSE Level 4 - 9, or a Level 2 qualification in Literacy and Numeracy or CSE Grade 1 in English and Mathematics or equivalent	Essential	A/I
Knowledge & Experience		
At least 2 years' experience of work within a school attendance related service	Desirable	A/I
Experience of general clerical/administrative/financial work	Essential	A/I
Up to date knowledge of attendance and regulations/relevant policies/codes of practice and awareness of legislation	Desirable	A/I
Understanding of factors affecting pupil attendance and knowledge of a range of measures to tackle attendance issues	Desirable	A/I
Demonstrate an understanding of issues linked to confidentiality	Essential	I
Understanding of other basic technology- photocopier, scanner etc.	Essential	A
Experience of using ICT packages i.e.: Microsoft Word, Access, Excel, Publisher	Desirable	A/I
Technical Skills & Ability		
Using IT systems to compile reports, record information and analyse statistical data for monitoring individuals and groups	Essential	A/I
Ability to work effectively within a team environment, understanding classroom roles and responsibilities	Essential	A/I
Ability to communicate effectively both orally and in writing with school staff, Education Welfare Officer and other professionals i.e.: telephone, face to face and email	Essential	A/I
Ability to build and maintain effective working relationships with all pupils, parents, outside agencies and colleagues	Essential	A/I/R
Ability to negotiate and persuade as well as good interpersonal and communication skills.	Desirable	A/I/R
Demonstrate an ability to cope with stressful/conflict	Desirable	A/I/R

situations.		
Ability to work with professionals from other agencies and in a multi- agency context.	Essential	A/I
Ability to analyse data and other information and to produce reports for Governors/Senior Leaders and Headteacher with recommendations for action required.	Desirable	A/I
Ability to prioritise own workload, ensure deadlines are met and attendance legislation is followed.	Essential	A/I/R
Ability to work on own initiative in dealing with attendance issues, communicating information to Senior Leaders where required.	Essential	A/I
Ability to promote a positive ethos and role model positive attributes	Essential	A/I
Ability to continually develop and extend own working practices.	Essential	A/I
Special Working Conditions		
Ability to attend occasional meetings out of school hours. Willingness to carry out home visits if necessary	Desirable	A/I
Personal characteristics		
A willingness to participate in relevant training and development opportunities	Essential	A/I
Excellent written and verbal communication skills	Essential	A/I
Demonstrable administrative and organisational skills	Essential	A/I/R
Good people skills, including a welcoming and engaging manner	Essential	A/I/R
Flexible and dedicated approach to work	Essential	A/I/R
Commitment to Safeguarding and protecting the welfare of children and young people	Essential	A/I/R
Commitment to equality and diversity	Essential	A/I
Commitment to good attendance at work	Essential	A/I/R
Commitment to continuing professional development	Essential	A/I/R