



STAR ACADEMIES

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

ATTENDANCE SUPPORT OFFICER

JOB DESCRIPTION

JOB PURPOSE:

Contribute to the development of a strong, effective Academy with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the Academy into the wider community.

JOB SUMMARY:

1. Oversee administrative and clerical support for all aspects of Student Welfare.
2. Provide administrative and clerical support to the resource and business functions of the Academy and its estate.
3. Be responsible for the exemplary maintenance of student records.
4. Support links with the community, families and local environment.
5. Manage student attendance by providing an effective and complementary support service which addresses the needs of students and helps them to raise their levels of attainment and achievement through improved attendance.
6. Operate as part of the attendance team and to assist the Pastoral Managers and SLT in achieving objectives required of the role and the Academy.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Student Welfare Administration

- 1.1 Support the effective monitoring of attendance through inputting of daily absence data, preparation of daily/weekly reports for staff and liaising with parents to query and authorise absences.
- 1.2 Work closely with relevant staff to promote good punctuality and attendance from all students.
- 1.3 Organise and participate in meetings with parents and carers as required, including making home visits.
- 1.4 Attend and fully participate in meetings regarding attendance at the Academy.
- 1.5 Establish good and regular communication with parents to raise the profile of attendance and promote the need for punctuality and good attendance at the Academy.
- 1.6 Undertake training on, utilise and maintain SIMS Attendance and Behaviour modules effectively.
- 1.7 Efficiently process the administration of extended leave absence requests from parents.
- 1.8 Process the administration of free school lunches for students.
- 1.9 Administer first aid to students & support the welfare of students who are ill or require medical attention.

- 1.10 Provide administrative support in organising safety procedures, including fire drills.
- 1.11 Assist staff in contacting parents and students where necessary and liaising with staff on outcomes.
- 1.12 Manage attendance rewards scheme, including working with Pastoral Managers and Pastoral Leaders to produce certificates of good attendance and attendance rewards ceremonies.
- 1.13 Work with Pastoral Managers, Pastoral Leaders and LA Officers to ensure attendance procedures are being followed appropriately and in line with the Academy's/Trust Policies.
- 1.14 Ensure that Pastoral Managers and Pastoral Leaders have accurate and regular reports on students who fall below the required attendance levels.
- 1.15 Make home visits, run parents groups and promote closer links to the Academy with parents/guardians and the community.

2. Academy Administration

- 2.1 Provide administrative support to the school office as required.
- 2.2 Undertake minuting of meetings as required.
- 2.3 Access emails and website; updating the school portal and Virtual Learning Environment as required.
- 2.4 Sort and distribute mail and correspondence to and from staff in a timely manner.
- 2.5 Utilise administrative equipment such as the franking machine, photocopier and laminator as required.
- 2.6 Maintain manual and computerised records using Management Information Systems as required.
- 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.
- 2.9 Take a lead role in the development and maintenance of record/information systems in relation to attendance.
- 2.10 Produce and respond to complex correspondence.
- 2.11 Manage complex attendance procedures (e.g. liaison with the EWO, preparing information for court prosecutions, visiting parents, making sure parents understand their responsibilities to their child's education and their child's regular attendance).
- 2.12 Provide detailed analysis and evaluation of data and produce detailed reports/information as required.
- 2.13 Be responsible for completion and submission of complex forms, returns etc., including those to outside agencies e.g. Persistent Absence Reports.
- 2.14 Ensure accurate Registers are available in the event of a fire, and the Academy being evacuated.
- 2.15 Provide responsive and effective photocopying when necessary.
- 2.16 Filing appropriate documents.
- 2.17 Dealing with enquiries from staff, students and parents.

3. Facilities and Estate Management

- 3.1 Be aware of and comply with policies and procedures relating to health and safety, security and reporting all concerns in accordance with school procedures.
- 3.2 Support the safe environment for the stakeholders of the Academy to provide a secure environment consistent with the ethos of the Academy and its safeguarding commitments.

4. Relationships and Communication

- 4.1 Liaise with visitors to the Academy as required.
- 4.2 Respond to staff, student, parent, and other stakeholder queries in a timely and professional manner.
- 4.3 Respond to standard queries and dealing with visitors where appropriate.
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- 4.5 Undertake research and obtain information to inform decisions and improve current practices.
- 4.6 Provide advice and guidance to staff, students, parents/guardians and others.
- 4.7 Operate relevant equipment/ICT packages (e.g. MS Office, internet, intranet, SIMS, email).
- 4.8 Attend regular weekly team meetings with direct reports in order to address any issues arising and to bring these to an acceptable conclusion wherever possible.
- 4.9 Support with the induction of new staff.
- 4.10 Support the promotion of positive relationships for parents and outside agencies.

5. Other Responsibilities

- 5.1 First Aider.
- 5.2 A responsibility of promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- 5.3 Work within the Academy policies and procedures.
- 5.4 Contribute to the provision of an effective environment for learning.
- 5.5 Ensure that all tasks are carried out with due regard to Health and Safety.
- 5.6 Promote the agreed vision and aims of the Academy.
- 5.7 Be aware of, and respect, the confidential nature of issues within the role.
- 5.8 Contribute to the wider life of the Academy and its community through out of hours and partnership work.
- 5.9 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 5.10 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.11 Contribute to the wider life of the Trust and the Star community.
- 5.12 Carry out any such duties as may be reasonably required by the Principal or 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'



Star

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PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	5 A*- Cs at GCSE including English and Maths.	E	✓	
2.	A-Levels or equivalent qualification in school or business administration.	D	✓	✓
3.	Evidence of Continuous Professional Development.	E	✓	
EXPERIENCE				
4.	Experience of working in an administrative setting.	E	✓	✓
5.	Experience of attendance administration.	D	✓	✓
6.	Experience of working in an educational setting.	D	✓	✓
7.	Experience of using SIMs or other Management Information Systems.	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
8.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	E	✓	✓
9.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
10.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
11.	Ability to maintain positive relationships with students, staff, parents and members of the community.	E	✓	✓
12.	Strong verbal and written communication skills.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
PERSONAL QUALITIES				
13.	A passionate belief in the school's mission statement.	E	✓	✓
14.	Strong team working skills.	E	✓	✓
15.	Highest levels of professional and personal integrity.	E	✓	✓
16.	Excellent interpersonal skills.	E	✓	✓
17.	Personal resilience, persistence and perseverance.	E	✓	✓
18.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
19.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
20.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
21.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
22.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
23.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
24.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
25.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓