

Isca Academy

Attendance & Welfare Support Coordinator



At Isca we place our students at the heart of everything that we do, and are relentless in the pursuit of excellence for every individual.

We INSPIRE our students, celebrate their SUCCESS, care about our COMMUNITY and have AMBITION for every single child.



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Key Details

Salary

Grade C
£21,322.16 – £22,000.08

Location

Isca Academy
Earl Richards Road South,
Exeter EX2 6AP

Hours

Mon-Fri, 8.00am
– 4.00pm

Interviews

Tuesday 24th June 2025

Closing date

Thursday 19th June 2025

Required from

As soon as possible

Isca Academy is an aged 11-16 secondary school based in the heart of Exeter. We firmly believe in the value of a rounded education which promotes creativity, resilience, self-belief and confidence; and we pride ourselves on our exceptional extra-curricular, creative and outdoor education programmes.

How to apply

For an informal conversation about the position please contact Harriet Smith at recruitment@iscaexeter.co.uk

An application pack can be found at <https://www.tedwraggtrust.co.uk/vacancy> or click on the apply now button



About Isca Academy



Vicki Joyce
Our Headteacher

Isca has an experienced and skilled staff who have a track record of going above and beyond to provide exceptional opportunities for our students.

We recognise that delivering great qualifications is important however, in parallel, building students' character and self-esteem, nurturing their ambition and inspiring a new generation to achieve beyond their wildest imagination is the **Isca** difference.



- **Ambitious:** works hard, has the highest standards and is positive for the future
- **Selfless:** self-aware and emotionally intelligent to support self and others to thrive
- **Collaborative:** builds strong relationships and networks

A Warm Welcome from our CEO



An ambitious and inclusive Trust of schools strengthening our communities through excellent education.



Moira Marder, OBE

On behalf of the Ted Wragg Trust, I would like to thank you for your interest in working for our Trust. This is an excellent opportunity to join our Trust and work in one of our 17 schools.

In our **ambitious** and **inclusive** Trust of schools we know that every individual is critical to help us to achieve our collective mission to **transform lives, strengthen communities** and **make the world a better place**.

Our values driven, growing 2-18 Trust, has the highest expectations for every child, every day, with social justice at our core. In this pack you will find out more about how we **support, develop and grow great people**. This is a hugely exciting time for our Trust as we continue to grow, embed, improve and innovate to **improve the life chances of all children** in the South West.



We demonstrate our love
through our values

How we will succeed



Job Description

Key purpose of the role

- To work alongside the Attendance Officer to promote excellent attendance, reduce levels of absence and work with students and families to promote high levels of attendance.
- To identify and implement intervention strategies to address and continually improve attendance and punctuality for targeted individuals.
- Maintain accurate manual and electronic records on behalf of the school.

Key duties and accountabilities

- Monitor accurate student attendance and lateness records on a daily basis.
- Follow up on student absences and lateness in line with Academy procedures on a daily basis with guidance from the Attendance Officer, making appropriate referrals.
- To ensure all unexplained absences are accounted for, seek the reason for absence via telephone and letters home as per Academy procedures.
- To check the accuracy and correct coding on registers as well as accounting for every student each lesson through the Academy 'N code' process.
- To follow the Academy Attendance policy and send out staged letters promptly as required.
- Identify individuals and/or groups of pupils that require additional support to improve their levels of attendance and punctuality.
- Identify and implement intervention strategies to address poor attendance and celebrate excellent attendance. The postholder will have a range of interventions available with the discretion to adapt or amend them as appropriate.
- Making home visits to students and parents/carers as appropriate. working closely with the Attendance Officer and Attendance Engagement Officer to support children whose attendance is causing significant concern, e.g. Emotional Based School Avoidance.
- In cases of poor school attendance and / or welfare issues to be proactive in assessing the situation and liaising with the appropriate professionals when students may need additional support.
- Ensuring all safeguarding processes are followed to ensure the safety of all absent, vulnerable students.
- Provide feedback to students in relation to their progress, achievement, behaviour, attendance etc. Establish constructive relationships with students, facilitating support for their attendance and access to learning.
- Establish and maintain good relationships with all students, parents/carers, colleagues and other professionals.
- Attend relevant school meetings, as well as any other meetings associated with this role.

Key duties and accountabilities

Working Environment & Conditions of The Post

- Normal office environment.
- Working around all areas of the Academy.
- Home visits and welfare checks within the school community,
- There is probability of contact with disagreeable people-related behaviour either over the telephone or face to face.
- This post does not include supervisory responsibilities.

Other Duties

- Ensure that the aims, priorities and policies of the Academy and Trust are adhered to, including the staff Safeguarding Code of Conduct.
- Attend parents, staff and team meetings as required, making a valued and professional contribution.
- Undertake break, lunch and after school supervision as agreed, according to Academy policy.
- Encourage the good conduct of all students and at all times on the Academy site and within its vicinity.
- To make a full commitment to personal professional development, engage positively in organised professional development activity and staff appraisal procedures.
- Maintain respectful and effective communication with students and other staff, including attendance at briefings and through completing student report cards and logs as appropriate.
- Maintain respectful, positive and effective communication with parents, including phone calls and letters home, as appropriate.
- Maintain positive and effective communication and liaison with partner schools and the wider community, as appropriate.
- Act as an advocate of the Academy and its pupils in all circumstances, ensuring every opportunity is taken to celebrate our success.
- To carry out other duties as reasonably requested by the Headteacher.

Other Information

- The Trust is committed to ensuring that our employees are able to achieve their full potential in an environment offering dignity, respect and equality of opportunity. As an employee, you are representing the Trust and must support and demonstrate your commitment to the Trust's ethos and anti-discriminatory practices.
- The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking or vaping in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and Trust vehicles.
- The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members.
- The post-holder is expected to familiarise themselves with and adhere to all relevant Trust and School Policies and Procedures.

Other Information

- The post-holder must comply with the Trust's Health and Safety requirements specifically for the school they are working at.
- The post holder may be required to move their base to any location within the Trust upon request.
- As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.
- This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Person Specification

Qualifications and experience	• Experience of working in an education or student facing role.	Desirable
	• Ability to work with vulnerable students.	Desirable
	• Experience of managing and improving attendance with knowledge of how to minimise and overcome barriers to attendance.	Desirable
	• Experience of managing a diverse workload and working at pace to achieve results within a team.	Essential
	• GCSE English and Maths (grade C or above) or equivalent level of Experience.	Essential
	• Willingness to identify and take part in relevant self-development Opportunities.	Essential
Values	• Ambitious: you work hard, have the highest standards and are positive for the future	Essential
	• Selfless: you are self-aware, emotionally intelligent and are able to support yourself and others to thrive. You work selflessly to support the Trust's mission and strategic priorities	Essential
	• Collaborative: you build strong relationships and networks	Essential



Skills & Qualities

Skills & Qualities

- Enthusiasm, drive and a love for the job Essential
- Commitment to a high profile presence in and around the school Essential
- A good sense of humour Essential
- To work under pressure and prioritise workload to meet deadlines. Essential
- Ability to remain calm in complex and pressurised situations. Essential
- The ability to fulfil all spoken aspects of the role with confidence and fluency in English. Essential
- Good level of written and verbal skills (including an excellent telephone manner). Essential
- Ability to exercise discretion and maintain confidentiality. Essential
- Ability to drive with own vehicle. Essential
- Highly developed organisational skills with the ability to multitask. Can work flexibly and on own initiative. Essential
- Ability to maintain accuracy and attention to detail when recording outcomes on relevant systems. Essential
- Good standard of ICT skills, including Microsoft Office applications, in particular Word, Excel, PowerPoint and Outlook. Essential
- Understanding of Health & Safety procedures, and Safeguarding legislation (WTSC & KCSIE 2024) as well as the Data Protection Act. Essential
- Good interpersonal skills. Ability to communicate confidently at all levels and develop and maintain effective working relationships with parents/carers and other agencies. Essential



#lifeattedwragg

We know that our people are our **greatest asset** and research tells us that happiness at work is directly linked to student happiness and consequently **student outcomes**.

We are working hard to make sure that all our employees **love coming to work**.



Our Trust is dedicated to fostering an environment where employees can **reach their full potential, with dignity, respect, and equal opportunities for all**.

We value the unique contributions of each individual, recognising that **diversity strengthens our community and makes our Trust a positive place to work and grow**.

We are committed to excellent employment practices that attract and retain talent from a variety of backgrounds and communities.

The aim of our people strategy is to be the **greatest place to work in the South West**.

We know that to realise our ambitious aim we must **welcome, retain and develop our great people** who work day in day out to **transform the lives of the children in our Trust**.



#lifeattedwragg is focussed on ensuring all our employees:

- **Love coming to work** and have a strong sense of belonging
- **Experience high quality development** through our dedicated development curriculums delivered by the Ted Wragg Institute
- **Inspire others** with their open and collaborative approach

To find out more about what it is like to work at the Ted Wragg Trust, explore our development curriculums and hear from our employees please visit our website at www.tedwraggtrust.co.uk/workwithus



The Ted Wragg Institute



We want to ensure that our people feel **invested** and **fulfilled in their role** by providing personalised, relevant and engaging professional development. Our brand-new **Ted Wragg Institute** (TWI) delivers our **high-quality development** offer for all, across our family of schools.

Our incredible offer includes Trust CDP, Leadership Development, Networks, Cohort-specific training and NPQs. Take a look at our offer this year here.

Early Career Teachers

If you are an Early Career Teacher you will benefit from our tailored Early Career Framework combining weekly instructional coaching, asynchronous independent learning, online 'clinics' and in-person conferences. With a dedicated mentor or coach and access to supportive networks the ECTs in our Trust are supported and developed to reach their full potential.

Our professional development delivery model

Our professional development delivery is underpinned by our Education key concept (see page 8). We believe that professional development should build knowledge, motivate, develop techniques and embed practice.

At the Ted Wragg Trust, we are research informed and believe that it is important that everyone involved in sharing ideas understands the underlying rationale and evidence base. We ensure that professional development is:



Sustained

Frequency is critical,
not time span



Practice-Based Domain-Specific

Create new habits Create new habits



External Expertise

Challenge the familiar
& refresh ideas



Professional Buy-In

Purpose & benefits
eclipse volunteering

We believe this slightly adapted model from 'Teaching Walkthrus 2', Tom Sherrington and Oliver Caviglioli is applicable to all professional development and will underpin the delivery of all our professional development networks, seminars and webinars.



Our Ted Wragg Standard



Our Ted Wragg Standard provides a **minimum set of high standards** across all our schools to establish clear structures, implement effective processes and hold each other to account **to enable excellence**. It is based on our three key concepts: Leadership, Education and Every Child Succeeds.

Key Concept: Leadership



We believe that great leadership:



Fiercely
educates



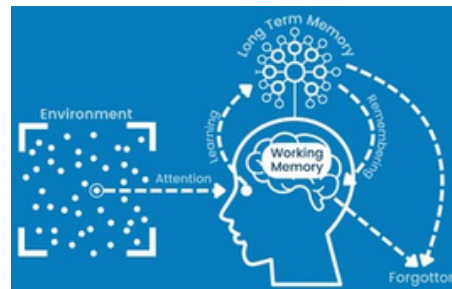
Thrives in a
complex system



Is locally
enabled

Key Concept: Education

We have a clearly defined and articulated learning model that is understood by all teaching staff. This model of the learning process uses the concepts of Working Memory and Long-Term Memory. It draws on ideas from Cognitive Load Theory and the work of Daniel Willingham.



Key Concept: Every Child Succeeds



We believe individual development is well explained using Maslow; that an individual grows in an ecosystem and can be interpreted using Bronfenbrenner's work, and that we are interdependent.

We believe that to enable our children to live a life of opportunity, we need to understand what true inclusion means. To us, our model is based on Maslow's hierarchy of needs and the Bronfenbrenner's ecology of inclusive education.

Microsystem

Child

- sleep well
- eat breakfast
- Follow school rules and routines
- attend school regularly

Family

- healthy sleep patterns
- nutritional diet including breakfast
- Online safety parental controls
- adequate housing
- clean clothing
- Support school policies
- Protect from dangers
- attend medical appointments
- ensure attendance is good

School

- Behaviour, Health and Safety, Accessibility, Safeguarding, Supporting Pupils with Medical Conditions and Anti-Bullying Policy
- Online Safety lessons and workshops for parents/carers
- Early Help support
- First Aid trained staff
- Attendance Engagement Officer and Attendance Policy
- Nutritional lunches and free breakfast
- Foodbank support
- Wrap around care

Mesosystem

- We endeavour to provide a safe and welcoming environment for pupils and their families.
- We listen to our pupils and families and take seriously what they tell us.
- We work in partnership with other agencies such as CAMHS and Early Help

Macrosystem

- Keeping Children Safe in Education
- Teacher Standards
- Devon and Plymouth Children's Social Services
- 0-25 SEND Team
- Virtual School

Our Benefits

A critical part of our People Strategy is to ensure that we welcome and retain our great employees and ensure that they are supported both at home and at work. When you join our Ted Wragg family we are here for you every step of the way. Here are some of the benefits we offer:



Exceptional development and networking opportunities



Cost of blue light cards can be claimed through expenses



Free annual flu jab, eye test and allowance for glasses



Exclusive discounts, cashback and vouchers



Free, confidential employee helpline. Available 24-7 through Health Assured



Access to Wisdom app to support your mental health



Up to 10% off all Pure Gyms



up to the value of £2,000.



Up to 2 days paid emergency time off for dependants



Generous public sector pension schemes for all staff



Timetabled instructional coaching for all teachers



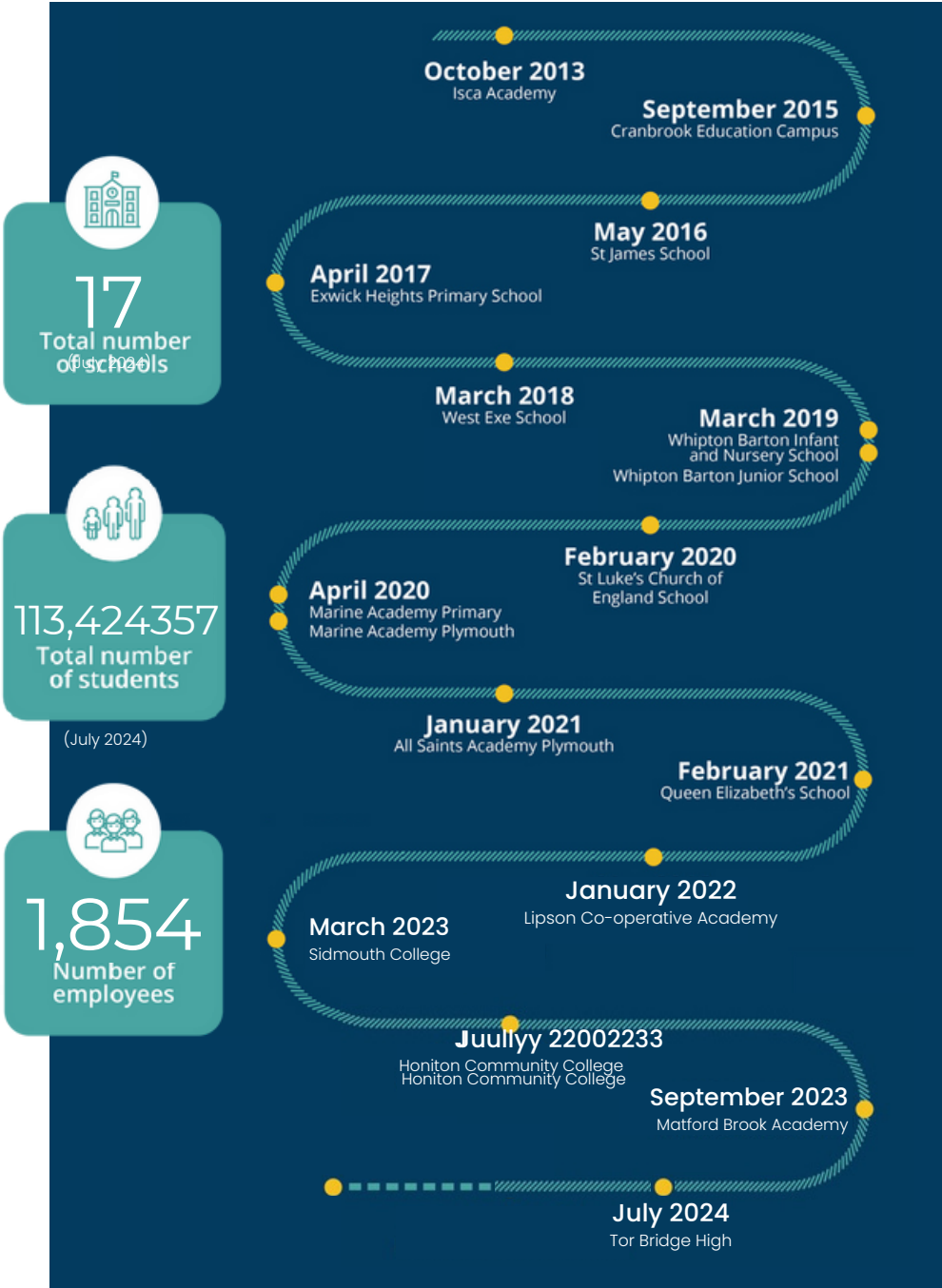
Family friendly policies and flexible working opportunities



Our Trust Journey



Professor Ted Wragg, in whose memory the Ted Wragg Trust is named, was passionate about how education can transform young people's futures.



Thank you for
your interest in
working with us!

