



Star

## STAR ACADEMIES

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

### BUSINESS SUPPORT OFFICER - ATTENDANCE

#### JOB DESCRIPTION

##### JOB PURPOSE:

Through outstanding pupil attendance administration contribute to the development of a strong, effective school 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 school into the wider community.

##### JOB SUMMARY:

1. Ensure registration practices are trust and DfE compliant and robustly contribute to safeguarding pupils through timely and accurate data input.
2. Monitor the messages received by school from parents and ensure that reasons for absence are recorded or challenged depending on the circumstances.
3. Monitor the completion of pupil registers through the day to ensure completion, with any concerns escalated to the Attendance Manager without undue delay.
4. Co-ordinate telephone calls to parents by pastoral colleagues, ensuring that every effort is made to contact parents where pupils are absent without contact.
5. Ensure appropriate colleagues are notified where pupils have been absent and there has been no contact with parents (earlier for an identified vulnerable cohort).
6. Prepare any reports which are necessary for effective attendance management.
7. Ensure daily calls are made to check on the attendance of any pupils on alternative provision and that attendance is accurately reflected in registers.
8. Be responsible for the exemplary maintenance of pupil records including cases that may result in legal intervention.
9. Support and develop links with the community and external agencies to support families in improving attendance.
10. Make an effective contribution to improving the school's attendance and punctuality whilst reducing persistent and severe absence.

##### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

###### 1. Pupil Welfare Administration

- 1.1 Support the effective monitoring of attendance through overseeing the inputting of daily absence data.
- 1.2 Liaise with parents to query any absences of concern.
- 1.3 Prepare any daily/weekly reports for school leaders / colleagues.

- 1.4 Work closely with relevant staff to promote good punctuality and attendance from all pupils.
- 1.5 Organise and participate in meetings with parents and carers as required, including home visits with the Attendance Manager where appropriate.
- 1.6 Establish good and regular communication with parents to raise the profile of attendance and promote the need for punctuality and good attendance in school.
- 1.7 Undertake training on, utilise and maintain the school's MIS Attendance module effectively.
- 1.8 Efficiently process, on the instruction of SLT, the administration of extended leave absence requests from parents.
- 1.9 Administer first aid to pupils & support the welfare of pupils who are ill or require medical attention.
- 1.10 Provide administrative support in organising safety procedures, including fire drills.

## **2. School Administration**

- 2.1 Undertake minuting of meetings as required.
- 2.2 Maintain manual and computerised records using Management Information Systems as required.
- 2.3 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.4 Participate in training and professional development opportunities as required to fulfil the role.

## **3. Facilities and Estate Management**

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

## **4. Relationships and Communication**

- 4.1 Liaise with visitors to the school as required.
- 4.2 Respond to staff, pupil, parent, and other stakeholder queries in a timely and professional manner.

## **5. Other Responsibilities**

- 5.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 5.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.3 Contribute to the wider life of the Trust and the Star community.
- 5.4 Carry out any such duties as may be reasonably required by 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'*



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### PERSON SPECIFICATION

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

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