



**PUPIL & FAMILY SUPPORT
ATTENDANCE OFFICER
RECRUITMENT PACK**

WELCOME FROM THE PRINCIPAL

Thank you for your interest in Rainhill High School.

I hope you find this information pack helpful. If you would like to know more about us before you apply please see our website rainhillhighschool.org.uk or alternatively contact jobs@rainhillhigh.org.uk

Our school has a long and strong record of academic success. The destinations that our students move onto are strong. Our continued focus is on raising the aspirations, achievements and confidence of all our students to ensure they have the best life chances; that all of our students leave us ready to take on the world with conviction and self-assurance. We make no apologies for having the highest expectations of all our students.

Our curriculum is ambitious. Students are expected to work hard, and this is complemented by our excellent pastoral care, support and guidance. You will find the staff here are determined to support academic achievement but also provide a wide range of enrichment and extra-curricular activities both within and beyond the classroom, ranging from trips to New York to football teams in school; all of which are important in building the confidence, resilience and experiences of every child.

Our school's mission is 'In Pursuit of Excellence' in everything that we do and our core values; Learn, Think, Contribute, Care, embody our determination to ensure that all our students receive a first-class education that enables them to take their place in society with confidence. We are a popular and high achieving school on the edge of Merseyside with a very strong reputation locally and significantly oversubscribed.

I am very proud of the continued success of Rainhill High School.



Mrs J Thorogood
Principal



ROLE OVERVIEW

COMMENCING:

As soon as possible

CONTRACT:

37 hrs per week

Term Time only + 5 Inset days

Permanent

CLOSING DATE:

9.00am on Friday 18th September 2026

INTERVIEW DATE:

Thursday 24th September 2026

SALARY:

NJC 19-22 £28,487 - £30,343 actual pa
(£33,119 - £34,811 FTE)

LOCATION:

Rainhill High School, Merseyside
(Stephenson Multi Academy Trust)

We have an exciting opportunity for a committed and enthusiastic Pupil & Family Support Attendance Officer to join our dedicated Attendance Team.

This rewarding role involves working closely with pupils, families, school staff and external agencies to improve attendance, remove barriers to learning and support young people to achieve their full potential.

The successful candidate will build positive relationships with families, undertake home visits where appropriate, coordinate support and intervention strategies, and contribute to safeguarding and inclusion practices across the school.

The ideal candidate will have experience working with children, young people or families, excellent communication skills, a resilient and proactive approach, and a commitment to improving outcomes for students. Knowledge of attendance, safeguarding and multi-agency working would be advantageous.

In return, we offer a supportive working environment, excellent professional development opportunities and the chance to make a real difference to the lives of young people.

Why Join Us?

- **Permanent, full-time role**
- **'Good' Ofsted-rated school (2023)** – Part of Stephenson MAT
- **Supportive environment** – Reduced workload, tech investment & career development
- **Excellent partnerships** – Hope University, Ambition Institute, Rainbow Teaching School Hub and more

If you believe you have the skills and dedication to meet our standards, and be part of our pursuit of excellence, then we are the school for you.

Rainhill High School and Sixth Form is committed to safeguarding and promoting the welfare of children and young people as well as promoting equality of opportunity and community cohesion where the diversity of different backgrounds and circumstances is appreciated and positively valued and expects all staff, volunteers and other workers to share in this commitment.

This post is subject to an Enhanced Disclosing & Barring Certificate and online searches as part of our Safer Recruitment & Selection Procedures.

Prospective candidates are warmly encouraged to visit the school. To arrange a visit, please call

01744 677205

Please return application form to

jobs@rainhillhigh.org.uk



“The culture of improvement is something I love about working for Stephenson Academy Trust. At Rainhill High School, we have a bespoke approach to CPD for all staff members from ECT to Senior leader. Each member of staff is supported to work on their teaching pedagogy through a collaborative approach that meets the needs of the teacher at all stages of their practice. I feel that this quality of education centred approach supports the wellbeing of the staff and allows teachers to make significant and measurable improvements to their teaching and learning pedagogy which in turn supports the students.”

Rainhill Teacher

“Helping my child to be the best they can be.”

Parent

“A dedicated teacher who encourages and guides my child in lessons. Makes the lessons enjoyable and provides positive feedback. An excellent teacher.”

Parent

“Because from the caretaker to the headteacher, all the staff are amazing. Thank you.”

Parent

“Knowing that my child feels happy/safe whilst eager to learn around her.”

Parent

“Fantastic, great communication with parents and great educators, making learning fun and getting results.”

Parent

“I couldn’t have asked for a better form tutor for my son. It’s really reassuring to know that there is someone there to support him and check in with him daily. He has thrived since starting high school and I am very grateful for her kindness and reassurance.”

Parent



JOB DESCRIPTION
PUPIL & FAMILY SUPPORT ATTENDANCE OFFICER

Trust:	Stephenson Multi Academy Trust Rainhill High School
Grade:	NJC SCP 19-22
Contract:	37 hours per week Monday - Friday, Term time only plus 5 Inset days Permanent
Start date:	As soon as possible
Responsible to:	Attendance Manager

Purpose of the Post

To be responsible for focused work on preventative and early intervention activities, assist in tackling underachievement by working with families, parents, carers and children in school to enable all children to have full access to educational opportunities and help them to overcome barriers to learning.

- To reduce pupil absence by leading the delivery of attendance strategies
- To engage with families to support them to engage with the school and to recognise the importance of attendance and fulfill their legal responsibilities.
- To facilitate effective partnerships between parents, families and the school and its partners.
- To liaise with staff, parents, other education institutions and multi-agency partners to support pupil attendance.

Specific duties and Responsibilities:

1. To gain knowledge and trust of families and identified pupils not engaging with school
2. To support pupils and their parents who at risk of not engaging in education
3. To provide support and guidance to pupils and those engaged with them by removing barriers to learning.
4. Meet with parents and external agencies to support school attendance
5. To increase the attendance and punctuality of pupils that you work with
6. To arrange and carry out home visits, or on site visits, to explore and offer support to improve pupil attendance.
7. To ensure a tailored approach and provision that addresses barriers to learning
 - To liaise with the SENDCO, safeguarding and inclusion staff as appropriate
 - To liaise and support teachers as required to support attendance
 - To liaise with Year Progress Leaders & Year Students Managers for each year group as required
8. To work closely with the Deputy DSL (Designated Safeguarding Lead) & DSL to ensure the safety and wellbeing of all students.
9. To work with pupils and build their confidence, resilience, and engagement with lessons.
10. To use relevant data to inform action to improve student attendance.
11. To remain informed and up to date around national initiatives and good practice as it relates to students and attendance and education welfare, and provide relevant advice, information and support to colleagues and other partners.
12. To be an advocate for the pupils when necessary, a source of advice & information for others, including external agencies and making sure that the relevant team members are kept up to date with developments.
13. To be proactive in identifying patterns of behaviour, safeguarding and welfare that could lead to underachievement using data, available to you via school systems
14. Complete any administrative tasks/duties that are required to support pupil attendance (e.g. notes of parental meetings, notes of meeting with external agencies, recording information on school systems liaising with external agencies, completing of referral form to external agencies)
15. Have an up to date knowledge of legal proceedings (as defined by the Education Act 1996 and other relevant legislation).
16. To be a visible and influential role model for all pupils
17. To be a strong role model for all pupils and parents and to uphold the policies of the school.
18. To pursue and promote, in line with the school's value the integration of all students to the school
19. To promote and engage pupils with all aspects of school life, no matter what the challenges are.
20. To be relentless in the pursuit of engagement of pupils and their families with school
21. To ensure progress (in all aspects) of social, emotional & academic aspects of school life
22. To be an advocate for individual pupils as required and challenge them to be in 'Pursuit of Excellence'

Other

- To be responsible for improving your own practice through observation, evaluation and discussion
- High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic backgrounds; and commitment to raising their educational achievements
- To comply with the Data Protection Act and school policies and procedures
- The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time
- To comply with the school's Health and Safety Policy and associated safeworking procedures and guidelines.
- To comply with the school's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.

Additional Duties

Any other duties deemed reasonable, as directed by the Principal or Vice Principal Behaviour, Culture, Attendance & Safeguarding.

Review of Performance

Performance Management reviews will focus on the post holders' responsibilities. There is recognition that however good we are at our jobs, we should embrace the notion of 'continuous improvement'

Generic responsibilities:

- To work consistently to uphold school's aims.
- To work in a co-operative and polite manner with all stakeholders.
- To work with students in a courteous, positive, caring and responsible manner at all times.
- To take an active and positive role in the school's commitment to the development of staff, and their annual review procedures.
- To uphold all school policy and procedure towards safeguarding and promoting the welfare of children and young people.
- To work with visitors to the school in such a way that it enhances the reputation of the school.
- To seek to improve the quality of the school's service.
- To present oneself in a professional way that is consistent with the values and expectations to the school. The appearance of all staff should at all times be supportive of school policies for the students; e.g. 1 professional, and appropriate, appearance at all times including when out of school, e.g. trips, CPD etc.

The post is subject to a satisfactory Disclosure & Barring Service check.

The details contained within this job description reflect the content at the date it was prepared. However, it is inevitable that, over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult the postholder/s at the appropriate time.

PERSON SPECIFICATION

Criteria	E/D	A/I/P
Knowledge and Experience		
Understanding of key educational issues relating to the securing of regular school attendance and raising of attainment	E	A/I
Knowledge of Child Protection issues	D	A/I
Experience of working with young people	D	A/I
Minimum 2 years experience of working with students in an educational setting	D	A/I
Experience of working with parents/carers/schools	D	A/I
Understanding of legal framework on non-attendance	D	A/I
Understanding of inclusion, especially within a school setting	E	A/I
Qualifications and Training		
Good standard of Education up to GCSE or equivalent including Maths and English - Excellent literacy and numeracy skills	E	A
Evidence of continued professional development	D	A/I
Professional Qualification or equivalent (Teaching, Youth Work, Counselling, Social Work)	D	A/I
NVQ Level 3 or above or equivalent	D	A/I
Good ICT skills to support learning	E	A/I
Skills and Abilities		
Ability to work effectively as part of a team	E	A/I/P
Ability to manage and prioritise a caseload and work to deadlines.	E	I/P
Ability to build and maintain effective working relationships with all pupils and colleagues	E	A/I
Ability to promote a positive ethos and role model positive attitudes	E	A/I
Effective writing skills	E	A/I
Ability to work collaboratively with other agencies/ services	E	I
Ability to communicate with a wide variety of audiences	E	I
Presentation skills	E	I
Ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	A
Ability to work flexibly, when necessary, outside of normal working hours	E	A/I
Full driving licence & access to a vehicle*	E	A/I
Commitment to Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity	E	A/I

E = Essential requirement of the role I = Assessed at Interview D = Desirable requirement of the role T = Task
 A = Assessed via the application form



STEPHENSON TRUST

Stephenson Trust is based in Rainhill, Merseyside and is currently a single school in a multi academy trust. We have several external partners, including Hope University, Ambition Institute, SSAT, Rainbow teaching school hub and the educational endowment fund.

We are now seeking to expand in the next couple of years with those who share our desire to provide an excellent education

In our trust, our vision is one of excellence for everyone, pupils and staff. We believe that by working together, we can make a positive difference to children's lives. We place emphasis on wellbeing, collaboration and professional development for our staff, underpinned by research. Our aim is to ensure our students finish their education with us as well-rounded, well-grounded individuals who will make a positive contribution to society, which is partly achieved by ensuring our workforce is supported and professionally challenged, underpinned by comprehensive CPD programmes and wellbeing initiatives. We offer the following benefits, designed to promote your wellbeing and make your role enjoyable and rewarding.

For the right candidate there will be additional opportunities based on potential, ability and capacity to make a difference across the team and the school.

BENEFITS OF WORKING FOR STEPHENSON TRUST

- A culture that actively promotes a positive work-life balance
- Local Government Pension Scheme with a generous employer contribution
- Flexible and Family Friendly Policies
- Continued Professional Development
- Lifestyle benefits and discounts
- Competitive salaries
- Free on-site parking
- On-site catering facilities

HOW TO APPLY

<https://rainhillhighschool.org.uk/about/rhs-vacancies>

GUIDANCE FOR COMPLETING YOUR APPLICATION FORM

Your application form should be submitted to the school by email to the school's job vacancies email address provided, or by hard copy to the school postal address. Your application consists of two parts; the application form and the optional Equal Opportunities form.

Your application form will be used to measure you against the essential criteria as identified on the person specification. This is your opportunity to sell your skills, abilities and experience. It is important that you read the job description and person specification carefully and ensure that your application is tailored to the role you are applying for. You may also wish to submit a covering letter outlining how your career to date has prepared you for the post.

Take time to check your application form to ensure that you have completed all sections. Also check for any spelling and grammatical mistakes.

The Equal Opportunities form will be used to assist in monitoring the effects of the school's equal opportunities policy in recruitment and selection and will help us to develop and improve.

If you are applying for a post that includes working with children or vulnerable adults please include the date that you left secondary education. We may contact any of your previous employers to confirm information provided in your application.

Section 6: This is your opportunity to demonstrate to the shortlisting panel how you meet the essential criteria of the person specification. Use specific examples and evidence of your skills, abilities and experience to demonstrate how you meet the criteria.

Section 7: Please provide details of two referees, one of whom must be your current or most recent employer. Referees cannot be relatives or people writing solely in the capacity of friends. If you are applying for a post which involves working with children or vulnerable adults and you are not currently working with children or vulnerable adults, but have done so in the past, please provide details of the most recent employer of this type of employment.

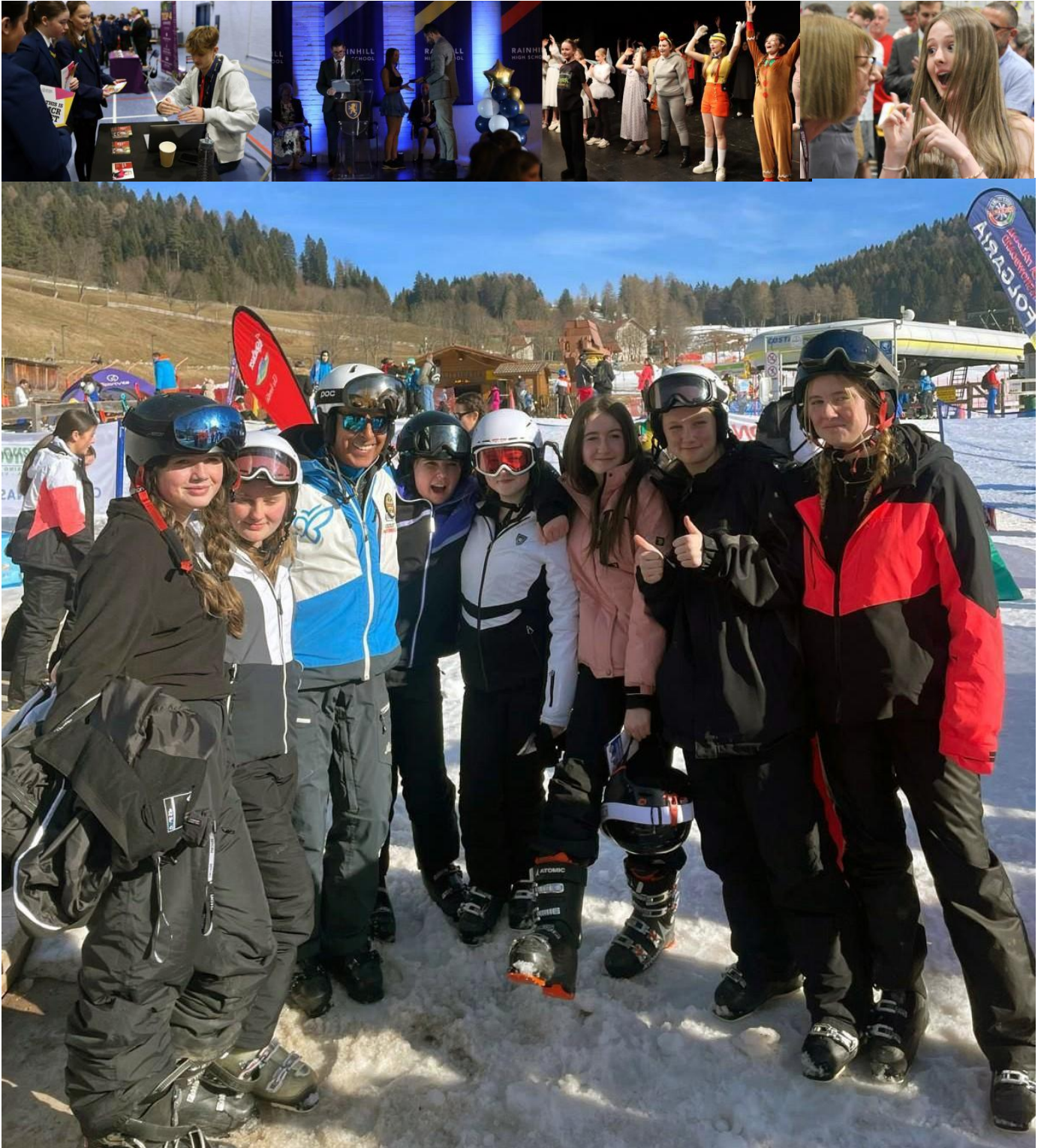
Section 14: In line with the statutory guidance document Keeping Children Safe in Education (2024) the trust will conduct online searches after the shortlisting process for any candidates who accept an invitation to interview.

You are required to sign the form to confirm that the information you have provided is accurate and true. Providing false or misleading information could result in your application being rejected, a conditional offer being withdrawn or lead to disciplinary proceedings which may result in dismissal. If you send your application by email, it will be deemed that you have signed the declaration. You will be required to sign a copy of your application form if you are invited for interview or if you are offered the post subject to further checks.

Application forms should be returned to jobs@rainhillhigh.org.uk

Please note it is our policy to retain all application forms for unsuccessful applicants for a period of six months, after which time they are securely destroyed.

Click here for the [Application Form](#)





**RAINHILL
HIGH SCHOOL**

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