

JOB DESCRIPTION: Administrative/ Attendance Officer

Grade:

Main duties

Main duties and responsibilities are indicated here. Other duties of an appropriate level and nature will also be required.

Reception

- Delivering excellent customer service at all times
- Dealing with all enquiries in a professional, warm and courteous manner, in person, on the telephone or via email, determining and providing appropriate first responses to enquiries from pupils, parents and visitors
- Maintaining a welcoming environment and appropriate hospitality for visitors, keeping the reception area clean and tidy at all times
- Issuing visitors with badges on the computer sign-in system
- Check DBS clearance and issue lanyards
- Ensure children are administered medication at the appropriate times
- Supporting visitors to signing in/out
- Assisting with getting children from class for appointments both internal and external
- Liaise with parents/carers, staff, students and external stakeholders

Data entry

- Maintaining the Management Information System (MIS), including entering attendance notes, updating joiners and leavers during the school year, ensuring accuracy of data at all times
- Completing the Southwark Change to School admission register form
- Assist with attendance and punctuality - checking registers am/pm, logging late collections and following up communications from home. Informing SENCO and Attendance lead as required
- Assist with monitoring attendance email account and phone mailbox for attendance issues and log these in MIS
- Attending the weekly Strategic Attendance meetings- prepping data for the meetings and following up any actions from the meetings
- Produce reports from the MIS as and when required

Communication



- Answer and direct all incoming phone calls and pass on messages when necessary
- Monitor various emails (own, admissions and attendance) and handle queries
- Act as a first point of contact for parents/carers, e.g. when reporting absences
- Contact parents when appropriate, e.g. when their child needs to be collected due to illness
- Be aware of the school's calendar of events, so queries from parents/carers and other members of the community can be answered
- Maintain confidentiality when communicating with parents/carers and visitors to the school
- Ensure good lines of communication between the office and the rest of the school

External communications

- Receiving and communicating emails and texts to relevant staff and stakeholders
- Assisting with informing to parents/carers, staff and the community via Parentmail system, email, text and letter
- Support the creating and distributing the school's newsletter
- Support parent/carers with accessing the School Cloud booking system

Admissions

- Assist with pupil admissions including in-year; liaising with the borough, dealing with enquiries, supporting parents/carers to apply for places at the school, supporting nursery parents/ carers to apply for nursery codes
- Support with the nursery/reception admissions process
- Completing relevant processes for pupils leaving the school, including paperwork and sending off pupil files to new schools
- Completing relevant monitoring documents to ensure correct processes are completed when children join/leave the school

Medication and First aid

- Receiving short term medication from parents and maintaining a log sheet
- Contributing to the delivery of pupil welfare and first aid services, in line with school policy and procedures - will be trained up and be able to administer first aid
- Monitor first aid supplies: monitor what is running out and re-order if necessary
- Monitor long term medication - weekly checks ensuring medication is where it should be, it's in date. Parents/carers informed when replacements are needed
- Have parents/carers complete asthma cards
- Ensure any medication that is taken home/off site for trips is returned



- Ensure if any external provider requires medication outside of school hours that the items are ready for collection and checked when returned

Administrative support

- Assisting in sorting large photocopying tasks, collating, laminating and binding booklets
- Ensuring photocopiers are working and stocked with paper and reporting any faults
- Franking, recording and posting outgoing mail (including taking post/parcels to the Post Office when necessary)
- Opening and distributing incoming mail; sorting and recording of deliveries
- Maintaining filing system
- Support when external visitors require information and support on the day e.g. class lists, pupil photo day, flu vaccinations
- Ensure lost property is checked regularly and distributed to classes

Additional duties

- Understand and follow all relevant school policies
- Attend and participate in training and development courses as required
- Undertake additional duties as requested by the headteacher or other members of SLT

