

School Administration & Attendance Officer Job Description

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| 1. JOB TITLE | School Administration & Attendance Officer |
| 2. GRADE | 3/4 |
| 3. SUPERVISED BY | School Business Manager/Attendance Champion |
| 4. SUPERVISION EXERCISED | Directly: Nil

Indirectly: Nil |
| 5. CONTACTS | Internal: Staff and students

External: External agencies, students, parents, schools and colleges. |

JOB PURPOSE

To monitor and report on whole-school attendance data, analysing data to identify key areas of concern. To work closely with pupils, staff, parents and carers to reduce levels of absence, and act appropriately when persistent absence becomes a safeguarding issue.

To provide effective and confidential comprehensive administrative support to the School Business Manager and Principal, to ensure the smooth and efficient running of the school.

MAIN DUTIES AND RESPONSIBILITIES

In conjunction and in support to the School Business Manager and Attendance Champion

Attendance Administration

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Manage attendance returns for the school census
- Manage the process of issuing penalty notices to parents
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's MIS and other relevant systems

Monitoring and reporting

- Produce and interpret attendance reports for school leaders, identifying key statistics, reason for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with school leaders
- Identify pupils that need additional support to improve their attendance
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils
- Lead daily or weekly check-ins to review progress and the impact of support/interventions
- Work with school leaders to develop and revise the school's attendance policy
- Implement children missing education (CME) procedures when appropriate
- Provide regular reports to attendance organisations to raise awareness of emerging at-risk pupils

Working with parents/carers

- Coordinate meetings with pupils and parents/carers to implement interventions and track progress
- Build positive relations with parents/carers to encourage family involvement in their child's attendance
- Identify, and where possible, mitigate potential barriers to attendance in partnership with families
- Carry out home visits, where necessary, to address attendance concerns for individual pupils

Reception/Administration Support

- Receive visitors, callers and inquiries, deal courteously and efficiently with all visitors, parents, local authority officials, medical officers, suppliers etc.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages when required.
- Receive all incoming calls/emails to the school, responding to, routing/taking messages. Obtain or make outgoing calls as requested.
- To monitor entry systems for the main gate and reception area.

- Communicate and contact parents using Parentmail and telephone.
- To work both as part of a team or unsupervised, prioritising own work and meeting deadlines.
- Responsible for the provisions and providing refreshments as appropriate to visitors.
- To support the organisation of school events.
- Keep School Office and Meeting Rooms tidy and presentable.
- To be aware and support the school's (OHCAT) commitment to equal opportunities. To ensure a commitment to equal opportunities in as aspects of practice.
- Support in the absence of Finance Support, raising PO and collating deliveries.

Pupil Welfare

- To maintain accurate computerised databases (MIS) creating and updating records.
- Access database to input, retrieve and interpret information on pupils and staff, including producing reports and statistics.
- To maintain a log of all correspondence sent out to pupils/parents/carers.
- Support the SENDCo and arrange meeting schedule for 325 Annual Reviews, including all communications with parents, Local Authorities and other agencies, word processing of reports, dealing with all related correspondence and associated arrangements.
- Provide the SENCo with basic Admin Support
- Ensure that all related reports/documents prior to, and following and Annual Review are compliant with the Code of Practice.
- To demonstrate a commitment to the safeguarding of children and vulnerable adults, undertaking mandatory training within the school with particular reference to safeguarding.
- Provide information and assistance on a wide variety of school matters to parents/carers, pupils, staff, OHCAT, LA and other schools.
- To promote Equality & Diversity in all contacts.
- To carry out all duties in accordance with OCHAT and school policies.
- To lead, manage and support with on and off rolling students ensuring accurate records are kept.

Other tasks/responsibilities

- All staff are to undertake all such other reasonable tasks commensurate with the post dependent on skills and experience as require.
- Promote equality, diversity and inclusion.
- Promote The PRIDE Academy ethos in which the highest achievements are expected from all members of The PRIDE Academy community.

Team working and collaboration

- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them.

Fulfil wider professional responsibilities

- Work collaboratively with others to develop effective professional relationships.
- Communicate and co-operate with relevant external bodies.
- Make a positive contribution to the wider life and ethos of the school.

Administration

- Participate in and carry out any administrative and organisational tasks within the remit of the role, providing data returns, as requested by the School Business Manager/Senior Leadership Team.

Professional development

- Regularly review the effectiveness of your role, refining your approaches where necessary responding to advice and feedback from colleagues.
- Be responsible for improving your skills, knowledge and experience associated with the role of Administration Officer, participating fully in training and professional development opportunities identified by the school or as developed as an outcome of your appraisal

Other

- To have professional regard for the ethos, policies and practices of the school in which you work, and maintain high standards in your own attendance and punctuality
- Undertake training, update or review sessions as required
- Perform any reasonable duties as requested by the School Business Manager or Principal

Person Specification

School Administration & Attendance Officer

This person specification will be used for the recruitment of School Administration and Attendance Officer. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS & TRAINING (list)	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
GCSE Maths and English Customer Service	✓ ✓		Qualification certificates Interview
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
None			
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
Strong school administration experience or experience of working in a customer-facing environment, be smartly presented, with a professional attitude and manner;		✓	Application & Interview
Experience of working with young people with special needs and / or challenging behaviour		✓	Application & Interview
Experience of managing a full workload including complex, confidential and sensitive issues on own initiative and to tight deadlines	✓		Application & Interview

Previous administration and experience	✓		Application & Interview
School Arbor database experience			
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
Excellent communication skills (oral and written)	✓		Application & Interview
Strong organisational and time management skills	✓		Application & Interview
Ability to prioritise and multi tasks			
Ability to support and encourage sometimes dysfunctional/reluctant parents and carers, encouraging them to engage with the Centre's staff.	✓		Application & Interview
Able to maintain accurate, legible and up to date records.	✓		Application & Interview
Excellent attention to detail			
Strong customer service skills	✓		Application & Interview
Proven IT Skills including MS applications and School Arbor database	✓		Application & Interview
5. COMPETENCES	ESSENTIAL	DESIRABLE	TESTING METHOD
"Can do" positive attitude and flexible	✓		Application & Interview
	✓		
Remains motivated, even when under pressure, to ensure that a high standard is maintained			
Reliable and punctual	✓		

Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed. Having a positive attitude and be able to use initiative and solve problems	✓		Application & Interview
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