

## JOB DESCRIPTION

**JOB TITLE:** Attendance Officer & Administration Assistant

**RESPONSIBLE TO:** Line Manager

**LOCATION:** Oakfield Primary Academy

### **PURPOSE OF THE POST:**

To provide administrative and organisational services to the school under the management and guidance of Head Teacher and staff.

### **MAIN ROLES AND RESPONSIBILITIES**

#### **Key duties and responsibilities**

- Embed high expectations for attendance
- Be familiar with school processes and policies around attendance
- Be familiar with The Golden Thread Alliance Attendance strategy and key aims
- Attend regular meetings with the School Attendance Lead to discuss issues, particularly around persistent absence and disadvantaged %.
- Be proactive in seeking guidance and support from other schools within The Golden Thread Alliance, in order to improve attendance outcomes.
- Support the Attendance Lead in devising strategies to address areas of poor attendance as identified through data
- Where appropriate, collaborate with the Family Liaison Officer (FLO) and Safeguarding leads to ensure the right support is offered to families in need.
- Monitor any patterns of absence. Report to the HT and LGB.
- Respond to reception and visitor enquiries, including answering the telephone and passing on messages as required (re: attendance).

	<ul style="list-style-type: none"> <li>• Monitor the arrival of pupils to the school (check lateness)</li> <li>• Liaise with pupils, parents / carers if requesting holiday.</li> <li>• Liaise with other staff and external agencies with persistent absence.</li> <li>• Analyse and evaluate data and information and run reports on Arbor.</li> <li>• Organise attendance meetings and take notes.</li> <li>• Process forms, returns etc., including those to outside agencies.</li> <li>• Contribute to the planning and development of administrative procedures and systems.</li> <li>• Administration of attendance registers, checking absenteeism and reasons for absence. File letters of absence.</li> <li>• Administration of requests for authorised absence. Record in registers.</li> <li>• Record attendance information onto Arbor attendance module, looking for levels and patterns of absence.</li> </ul>
<p><b>Attendance</b></p>	<ul style="list-style-type: none"> <li>• To ensure the electronic registration system is updated daily investigating any missing data with class teachers.</li> <li>• To record student absences and late arrivals on Arbor, maintaining accurate attendance records.</li> <li>• To act as the initial point of contact for parents regarding attendance issues – providing routine advice as required and explaining attendance expectations to parents in accordance with school policies.</li> <li>• To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / texting.</li> <li>• To process and action pupil holiday requests.</li> <li>• To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure.</li> <li>• To collate attendance data producing routine reports and prepare statistical returns regarding attendance.</li> <li>• To promote incentives for improving attendance within the school – including attendance certificates and prizes</li> </ul>

<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Be aware of and comply with all policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person to ensure pupils' wellbeing.</li> <li>• Support the safeguarding and welfare of children and young people within the school.</li> <li>• Be aware of and support difference and ensure equal opportunities for all.</li> <li>• To have DSL training to support the attendance officer role.</li> <li>• Carry out home visits with a member of the SLT when required.</li> <li>• Contribute to the overall ethos / aims of the school and appreciate and support the role of colleagues and other professionals to enable the school to fulfil its development plans.</li> <li>• Participate in training and other learning activities and performance development as required. Share good practice with colleagues, receive support from others in areas of development.</li> <li>• To fulfil any other duties as required by the Head Teacher with the agreement of the post holder.</li> </ul>
<p><b>Responsibilities for Data Protection</b></p>	<ul style="list-style-type: none"> <li>• Maintain the security and confidentiality of student, staff, and school data by adhering to the school's data protection policies.</li> <li>• Process, store, and share data in accordance with the UK GDPR and Data Protection Act 2018.</li> <li>• Support the DPO in maintaining data protection compliance by reporting any breaches, potential breaches, or subject access requests (SARs).</li> <li>• Support the processing of subject access requests (SARs).</li> <li>• Attend data protection training as required.</li> </ul>

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The job description will be reviewed from time to time to reflect the changes needs and circumstances of the school. Such reviews and any consequential changes will be carried out in consultation with the post holder.



***The Golden Thread Alliance is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. The duties above are neither exclusive, nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.***

Postholder's signature:

-----

Postholder's name:

-----

Date:

-----

## PERSON SPECIFICATION

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>NVQ Level 2 or equivalent.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Due to the nature of the role, experience in attendance is desirable.</li> <li>Experience of development, management and operation of administrative systems.</li> <li>Experience of using Attendance Modules in Arbor is desirable.</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>Literacy and numeracy skills.</li> <li>Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions.</li> <li>Supervisory skills.</li> <li>Interpersonal, organisational and administrative skills.</li> <li>Ability to develop and maintain effective computerised and manual filing systems.</li> <li>Ability to organise and prioritise workload to achieve deadlines.</li> <li>Ability to investigate complex queries and anomalies when required.</li> <li>Ability to take accurate notes and minutes of meetings.</li> <li>Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned.</li> <li>Co-ordination skills when arranging meetings and appointments and arranging client care when required.</li> <li>Ability to monitor and process accurate financial records.</li> <li>Commitment to equalities and the promotion of diversity in all aspects of working.</li> <li>Able to use own initiative to solve problems and respond proactively to unexpected situations.</li> <li>Able to deal calmly, tactfully and effectively a range of people.</li> <li>Ability to show sensitivity and objectivity in dealing with confidential issues.</li> <li>Knowledge for implementing a range of administrative procedures, including use of relevant ICT packages and systems.</li> <li>Knowledge of the School's Record Retention Policy.</li> <li>An awareness of Freedom of Information (FOIs) and Subject Access Request (SARs) procedures and protocols.</li> <li>Knowledge of a range of IT systems.</li> <li>Knowledge of computerised and manual filing systems.</li> <li>Awareness of Data Protection and confidentiality issues.</li> <li>Staff will be expected to have an awareness of and work within national legislation and school policies and procedures relating to health and safety</li> </ul>

--	--

**Postholder's  
signature:** \_\_\_\_\_

**Postholder's** **name:**  
\_\_\_\_\_

**Date:** \_\_\_\_\_  
\_\_\_\_\_