

## **Attendance & Welfare Officer (& Administrative Support to the Headteacher)**

### **Job Description**

Responsible to: Headteacher

#### **Job Purpose**

With the Headteacher and Pastoral Team, working with students and parents, monitoring and analysing whole-school attendance and punctuality, as well as attendance of specific cohorts and student groups.

As our Attendance & Welfare Officer you will have an interest in supporting young people and always display a professional but friendly manner and respect confidentiality.

You will also provide administrative support to the Headteacher, ensuring continuity is maintained between staff, pupils, governors, parents, carers, professionals, volunteers, visitors and any other stakeholders.

The key duties of this post will generally include:

#### **Attendance**

- Monitoring and analysing whole-school attendance and punctuality as well as attendance of specific cohorts and student groups
- Working proactively with the senior leaders and pastoral team, to ascertain reasons for student absence and implement strategies that will help address and prevent further absence
- Communicating and corresponding effectively with parents/carers, the attendance legal panel and alternative education providers
- Efficient and accurate recording of all information relating to attendance through Arbor (Management Information System), attendance logs and statutory returns
- Supporting the pastoral team with behaviour and welfare issues as well as working one-to-one with students who are on specific attendance support plans
- Make home visits to students.

### Administration and Headteacher Support

- To undertake word processing, IT based tasks and school correspondence
- To provide administrative support and reports to staff and the governing body
- To maintain student records and be responsible for completion and submission of forms, returns etc., including those to outside agencies
- To provide additional support to the Headteacher as required.

### Responsibilities

- To contribute to the overall ethos/work/aims of the school
- To be committed to the safeguarding and promotion of the welfare of children and young people
- To comply with policies and procedures relating to child protection, health and safety, security, confidentiality, data protection, and equal opportunities, reporting all concerns to an appropriate person
- To participate in training and other learning activities and performance development as required
- To develop constructive relationships and communicate with all staff and other professional agencies
- To attend and participate in regular meetings with colleagues to provide updates, discuss developments of the administration function and share any issues or concerns
- Such other responsibilities allocated which are appropriate to the grade of the post.

March 2025

See below for Person Specification

# Attendance & Welfare Officer (& Administrative Support to the Headteacher)

## Person Specification

### Experience and Knowledge

#### Essential

- Worked in a similar role or in social care
- Ability to plan, organise and manage a complex workload
- Some supervisory or managerial experience
- At least 2 years of working within a busy office environment, preferably a school
- Experience of the use of computer software, including word processing, databases, spreadsheets
- Experience in managing calendars, diaries and events
- Experience in setting and working towards targets and deadlines.

#### Desirable

- Experience of a role within a school
- Experience of school attendance
- Knowledge and experience of managing a school MIS
- Knowledge of educational systems and services.

### Technical Skills and Attributes

#### Essential

- Strong IT skills with the ability to learn new systems quickly
- A good working knowledge of office management systems and software such as Microsoft and Excel
- Strong organisational skills and prioritising
- Strong ability to use initiative with a solution focused approach
- Good communications manner
- Minute-taking and preparation of reports.

#### Desirable

- Working knowledge of school systems
- Strong administration skills.

## Personal Skills and Attributes

### Essential

- Ability to work under pressure, remaining calm
- Customer orientated and able to relate well to all adults and children
- Ability to deal sensitively and in confidence with a wide range of issues relating to working practices
- Flexibility and ability to work as part of and contribute to the school administrative team
- Interpersonal skills – dealing with staff, colleagues and outside agencies
- Ability to communicate effectively at all levels both verbally and in writing and to produce high quality correspondence
- Proactive and a 'can do' attitude to problem solving
- Punctual, reliable and trustworthy
- To demonstrate confidence, enthusiasm, flexibility and responsiveness to change, and a sense of humour
- A desire to learn and develop.

### Desirable

- Ability to set meeting agendas and run meetings relating to student attendance.

## Qualifications and Training

### Essential

- English and Maths GCSE or equivalent (minimum C/Grade 4)
- Willingness to take on any further training required to meet the specifications of the job description
- IT qualification or proven ability to use IT systems.

### Desirable

- NVQ qualification or equivalent (Level 3).

## Other job specific requirements

### Essential

- The post holder must respect the confidentiality of all matters relating to the students, staff and families, including data protection
- Willingness to be flexible with working hours to respond to the needs of the school
- Motivated to work in a SEN environment
- Commitment to continuing professional development
- Commitment to equality of opportunity
- Have a positive approach to working with children and a commitment to our safeguarding procedures
- Willingness to complete first aid training.

### Desirable

- Experience within a SEN setting
- Safeguarding training
- Fire training
- First aid training.

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