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**Copperfield Academy**

**Attendance Officer**

**JOB DESCRIPTION**

GRADE: Kent Scheme Pay Range 5

WORK PATTERN: Monday to Friday, 8am to 4pm, with one hour unpaid lunch break (term time only plus inset days)

**Purpose of the job**

Work alongside key school staff and the Education Welfare Service to reduce levels of unauthorised absence and promote whole school attendance strategies and to work with children and families to improve levels of attendance.

**Main Duties & Responsibilities**

* Will have direct contact with all parents to encourage good attendance.
* Maintain accurate student attendance and lateness records on Arbor MIS on a daily basis.
* Follow up student absences and lateness by telephone and/or via text message/email, on a daily basis with guidance from relevant colleagues, making appropriate referrals.
* Register late students.
* Initiate and follow through appropriate sanctions in liaison with relevant colleagues and other professionals including fines and court action.
* Identify individuals and/or groups of students that require additional support to improve their levels of attendance and punctuality and assist in raising standards.
* Liaise with the Headteacher/Deputy Headteacher regarding Holiday/Leave of Absence requests to make decisions whether to authorise or unauthorise the request.
* In liaison with relevant colleagues / school management, attend follow up meetings and other relevant meetings with parents/carers and/or other professionals to provide relevant information, offer support and seek ways in which the school can help in improving individual attendance and punctuality.
* Establish and maintain good relationships with all students, parents/carers, colleagues, and other professionals.
* Provide accurate and timely attendance and lateness reports to relevant colleagues, Senior Leadership Team, and other professionals e.g., EWO.
* Liaise with outside agencies, parents/carers, social services, other schools and/or organisations in relation to information on student attendance and punctuality.
* Report any welfare and/or child protection concerns as per the school policies and procedures.
* Identify and implement intervention strategies to address poor attendance and celebrate excellent attendance.
* Assist in the completion of accurate statistical returns regarding student attendance and punctuality as required by the school, local authority and DfE.

Working alongside and supporting the Office Manager with the following:

**Administrative Duties**

* Ensuring the provision of effective office and reception services as the school’s main public front.
* Answering incoming calls, transferring calls to relevant staff, and taking any necessary messages and passing them on to the person concerned and ensuring any urgent messages are relayed to pupils and staff efficiently.
* Welcoming visitors and guests of the school. Process ID checks for all visitors in accordance with the school’s safeguarding procedures ensuring everyone is signed in and out and wearing the appropriate identification.
* Ensure that front line enquiries from parents, pupils, visitors, and staff are dealt with promptly, efficiently, and courteously.
* Sending communication to parents via Arbor. Updating communication records on Arbor if contact made with parents.
* Update the Arbor database as necessary (e.g., updating parent contact information).
* Maintain the school diary.
* Monitoring and distribution of main office emails.
* Keep the office organised with paperwork and data filed appropriately and securely.
* Process confidential letters and documents as required.
* Arranging refreshments when required for Headteacher and SLT.
* Liaising with relevant staff regarding all school events and ensure that parent communication is timely.
* Responsible for the administration and organisation of school photos to include:
	+ - * + Arranging photographer visit
				+ Production of class/sibling lists
				+ Collating all information relating to the family requirements
				+ Supervising on day
				+ Distributing photos when returned
* General photocopying, typing of documents and administration as required
* To keep the office and reception area presentable, tidy and in order.

**Health and Safety**

* Be a qualified first aider.
* Administer first aid to pupils in accordance with school policy.
* Ensure the office emergency “grab bag” is fully resourced on a termly basis.

**Facility and Property Management**

* Liaise daily with the Site Manager, ensuring a safe and secure environment for all.
* Arrange for maintenance of the photocopiers as and when required.

**Other**

* Liaising with the Cluster IT Technician, ensure MS Teams/email passwords are re-set for pupils and staff as necessary.
* Be familiar with and comply with a full range of policies and procedures relating to child protection, health, safety, security, and confidentiality reporting all concerns to an appropriate person to ensure pupils’ well-being.
* Contribute to the overall work/aims of the school and appreciate and support the role of colleagues and other professionals to enable the school to fulfil its development plans.
* Undertake training and other learning activities and attend relevant meetings (within contracted hours) as required to ensure own continuing professional development.
* Take part in the annual performance appraisal process.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. It is also expected that the role will develop, working to specific strengths of the successful candidate. Employees will be expected to comply with any reasonable request from the SLT to undertake work of a similar level that is not specified in this job description.

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post. It will be reviewed annually or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Signed by Headteacher:

Date:

Signed by Attendance Officer:

Date: