



STONE LODGE
SCHOOL

Attendance Officer

Permanent Contract

Salary:	Grade 4: £24,800 - £26,513 pa FTE Actual Salary £21,331 - £22,804 depending on experience
Hours:	37 hours per week over 39 weeks pa (38 weeks term-time, plus 5 inset days)
Start Date:	ASAP or October/November 2025– early applications encouraged as we reserve the right to interview and appoint before closing date.
Responsible to:	Attendance Manager.

Overall Job Purpose

The Attendance Officer plays a role in promoting and maintaining excellent attendance and punctuality among students in the secondary school setting. The Attendance Officer collaborates with students, parents and school staff to ensure the highest possible attendance levels are achieved. Supporting students' overall educational progress and welfare.

Main Duties and Responsibilities

- To demonstrate flexibility, excellent organisational skills and the ability to communicate effectively with all colleagues, students and parents/carers alike.
- Receive, log and deal with calls and messages from parents and carers regarding students' absence from the school.
- Monitor lesson registers throughout the day on Arbor and input AM & PM registers.
- Email staff regarding missing AM and PM registers, lesson registers and any conflicting marks. This includes following up with staff and line manager if there is a cause for concern about the frequency of any errors.
- To contact parents to ascertain reasons for absences to include, first day calling to students who have attendance concerns and follow up second day unauthorised absences and liaise directly with Attendance Manager.
- Message parents via school comms, following up on daily absences and outstanding unauthorised absences where no reason has been given for absence.
- To assist the Attendance Manager working with Heads of Year, Pastoral Wellbeing Managers and Key Workers to monitor, support and raise attendance of individual students.
- To work with parents in a non-confrontational way, empowering them and their families to get the most of the educational opportunities available and to ensure that they understand that regular attendance and educational attainment are linked.
- To clearly communicate to parents and carers their legal responsibility to ensure that their children attend school regularly and punctually and ask for medical evidence, where required. This will involve supporting with sending letters, making phone calls home, home visits.
- Support with maintaining attendance records.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check will be required for the successful candidate.

- To consult with SLT Lead on processing and actioning student holiday requests and issue routine correspondence to parents regarding attendance/absence requests in accordance with school procedure.
- Attend School based and other INSET to develop professional skills and keep abreast of current development in education. Any other clerical duties, commensurate with the role as may be required and as time permits. This job description is not intended to be an exhaustive list of all duties performed. It is envisaged this role will evolve over time in line with the development of the school and may be subject to modification.

Person specification

QUALIFICATIONS

Essential

- Good written and spoken English – GCSE Grade A* - C or equivalent
- Maths GCSE - Grade A* - C or equivalent
- Confident and competent in the use of MS Office
- Good knowledge of Excel

Desirable

- Able to work under pressure and use own initiative
- Effective communication and interpersonal skills with adults and children
- Active interest in young people and education – self-motivated and able to work with minimum supervision
- Experience of working directly with students and parents
- Additional qualifications in education and/or administration.

KNOWLEDGE AND EXPERIENCE

Essential

- Good listening skills
- Effective written and verbal communication skills
- Ability to maintain confidentiality at all times

Desirable

- Proven experience working in an educational setting, preferably in a role involving attendance monitoring or related responsibilities
- Knowledge of the potential barriers to high attendance
- Knowledge of possible interventions to raise attendance

SKILLS AND ABILITY

Essential

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- Active interest in young people and education
- Excellent communication and interpersonal skills to effectively engage with students, parents, and colleagues
- Empathy and sensitivity when addressing attendance-related issues and working with students and families from diverse backgrounds
- Organisational skills and attention to detail to manage records and administrative tasks efficiently
- Discretion and ability to handle confidential information in accordance with data protection policies

Desirable

- Knowledge of attendance policies, regulations, and safeguarding procedures within the UK education system
- Proficiency in using electronic attendance systems and Microsoft Office applications

EQUAL OPPORTUNITIES

Essential

- Commitment and contribution to School policies
- Committed to the promotion of equal opportunities

Note: The person specification outlines the desired qualities, skills, and experience that would be advantageous for the role. It serves as a guide to identify the most suitable candidates for the Attendance Officer position.

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