

ATTENDANCE OFFICER - JOB DESCRIPTION

RESPONSIBLE TO	Line Manager then Headteacher
LINE MANAGER	School Business Manager
JOB PURPOSE	To support the school in improving pupil attendance and punctuality, ensuring all statutory and school procedures are followed, and maintaining accurate attendance records. To provide efficient and effective administrative support to the school office, acting as the first point of contact for visitors, parents and pupils, and ensuring the smooth running of daily office operations. You will uphold safeguarding procedures and confidentiality at all times.

TERMS OF EMPLOYMENT

WORKING HOURS	37 hours per week Monday -Thursday 8.30-4.30, Friday 8.00-3.30 (30 minute unpaid break) Term time only - 38 weeks per year. Attendance at some staff training days required, paid on claim.
SALARY	Kent Scheme C

ATTENDANCE

Joint Responsibilities with Administration Officer

- Daily completion and monitoring of attendance registers
- Manage absence line messages; record details/codes in the absence book, register, and on Arbor
- Carry out first-day absence calling, prioritising vulnerable pupils

Individual Responsibility

- Communicate with parents Attendance expectations, sending emails, letters for improvement etc (in collaboration with the HT)
- As part of the Wider Attendance Team, liaise with the FLO (Family Liaison Officer), SLT , KPAS staff (Kent, Pru and Attendance Staff)
- Collect and enter school attendance data for analysis
- Manage and deliver a reward programme for improved attendance, including providing certificates and other rewards to encourage and motivate pupils
- Work collaboratively with staff, parents, and pupils to monitor attendance, identify concerns, and implement appropriate interventions
- Analyse attendance data, maintaining accurate records and reporting key findings and trends to senior leadership
- Monitor attendance data to identify patterns of concern
- Maintain data protection and confidentiality at all times
- Develop and pilot new strategies to improve whole school attendance
- Maintain initiatives to improve attendance at a whole school level and for individuals
- Record and report progress on attendance targets
- Coordinate activities relating to attendance and lateness, including interventions
- Carry out home visits when necessary
- Identify and report Penalty Notice criteria; monitor warning periods
- Prepare timely statistical information and returns to the SLT, Local Authority (LA) and DfE as required
- Produce fortnightly register reports and letters to parents regarding persistent lateness or absence
- Manage absence requests and follow-ups (Penalty Notices, Notices to Improve, Prosecution documentation)
- Complete notifications for Elective Home Education via the Digital Front Door
- Complete administration tasks including LA forms via the digital front door
- Attend Targeted Support Meetings and collaborate with other Attendance Officers as needed
- Maintain up-to-date knowledge of statutory attendance frameworks and advise stakeholders accordingly
- Keep CPOMS up to date
- Attend training and join collaborative sessions with local schools etc

Key Duties and Responsibilities

- Provide general administrative support, including photocopying, filing, scanning
- Responsible for the school's management information system relating to children, parents/carers, ensuring this is accurate at all times, including changes in FSM entitlement, contact details, enrolments etc
- Answer telephone calls and respond to enquiries in a professional and timely manner
- Provide an efficient and professional reception service - greet visitors, ensure they sign in, and follow the school's safeguarding procedures
- Act as first point of contact for personal, telephone callers and emailers to the school. Deal with general enquiries from parents and pupils, ensuring quality of service at all times
- Support the organisation of school events, trips, and activities
- Order office supplies and manage stock levels
- Assist with communication to parents and carers, including sending letters and emails
- Liaise with staff, parents, and external agencies as required
- Undertake any other administrative tasks as reasonably requested by line management
- Maintain Office Email, forwarding/responding to emails as appropriate
- Maintain school calendar, ensuring always up to date with visitors, CPD and absences etc
- Filter admissions queries in the first instance, passing these on to the Admissions Officer. Keep up to date with law regarding admissions so that parents' general queries can be answered

School Meals

- Communicate information about school meals to the kitchen
- Ensure KCC's list of eligible children for Free School Meals corresponds to Arbor

Deliveries

- Take in deliveries and check items against delivery notes. Pass this to the finance department, highlighting any issues
- Take in and distribute daily post
- Arrange distribution and storage of incoming deliveries

First Aid

- Administration of First Aid during the school day. Liaison with parents, recording injuries
- Note medical stock
- Maintain hygienic, tidy facilities

Clubs

- Setting up of clubs on Arbor and keeping clubs up to date with details of pupils at each club and communicating any changes to staff/parents/club leaders
- Liaise with club leaders from outside school and distribute any correspondence on their behalf

Trips & Out of School Activities

- Setting up Trips and any other off site activities on Arbor
- Managing administration
- Set up reminders to check for payments and email those who are still outstanding
- Liaise with the Finance Officer and School Business Manager if outstanding payments, so the activity can be cancelled within the notice period

Extended Services

- Setting up Breakfast Club on annual basis
- Take bookings, check balances on a regular basis. Refer any outstanding debts to the Finance Officer
- Ensure registers are up to date for the Breakfast Club supervisor to print daily
- Ensure registers are completed daily with attendance marks and any invoices cancelled on Arbor as and when needed
- Liaise with the BC supervisor if there are any issues

PERSON SPECIFICATION:

QUALIFICATIONS

- Good general level of education (GCSEs or equivalent in English and maths)
- Evidence of recent professional development relevant to administration (desirable)

EXPERIENCE

- Experience in an administrative or clerical role, ideally within an educational setting (desirable)
- Experience of managing and maintaining accurate records
- Experience using school management systems such as Arbor and CPOMS (desirable)
- Experience handling confidential and sensitive information
- Experience of drafting reports and correspondence

SKILLS AND ABILITIES

- Knowledge of statutory attendance requirements and frameworks (or willingness to learn)
- Excellent interpersonal and organisational skills
- Computer literacy – ability to produce a range of documents and reports
- Ability to organise own workload to achieve a range of deadlines
- Ability to balance constantly changing priorities
- Ability to work within a climate of change
- Ability to take a proactive approach
- Ability to develop, monitor and maintain effective computerised and manual systems and to suggest improvements
- Ability to investigate complex queries and anomalies when required
- Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned
- Commitment to equalities and the promotion of diversity in all aspects of working
- Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information

The purpose of this job and person specification is to indicate the general level of responsibility of the post. It is pointed out that the detailed duties may vary from time to time without changing the general character or level of responsibility entailed. There may be the need to provide assistance or undertake such other duties as may be reasonably assigned by the Headteacher, Deputy Headteacher or School Business Manager.

Signed:
Attendance Officer

Date:

Signed
School Business Manager

Date: