

Donington Cowley Endowed Primary School

Person Specification

School Attendance Officer

Post Title

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| Job Title | Attendance Officer |
| Department/Phase | School Office |
| Responsible to | Headteacher/Bursar |
| Type of Position | Permanent / 20 hours / 39 weeks |
| Level and Scale Point | G3 SCP 6 -9 £20,812 - £21, 967 pro rata (April 2023) |

Job Purpose:

To be the first point of contact for all visitors to the school and to assist the administration team in the provision of clerical and administrative duties with regard to student attendance. To demonstrate excellence and enthusiasm within their practice and strong commitment to safeguarding.

Main Duties / Responsibilities see Lincolnshire County Council Job Description JEM Reference 01-154

- Working closely with children and parents to promote excellent school attendance.
- Ensure that school safeguarding and visitor management protocols are followed.
- Security of visitors and contractors
- Monitor and manage jointly the office email address, responding to requests, as necessary.
- To assist in the compilation of attendance reports, records and assessment of data as required by the school, governors, and Local Authority for the Department of Education.
- Issuing of Fixed Penalty Notice warning letters, request for the Local Authority to issue a Fixed Penalty Notice.
- Arrange and attend School Attendance meetings with Parents/Carers and SLT
- Operate the telephone system and effectively transfer calls, take messages, identify, and deal with queries.
- Maintain filing systems.
- Input as required data into Integris.
- Undertake general administrative tasks as directed by the Headteacher and Bursar
- Provide an efficient and effective support service that positively contributes to the school's learning objectives.
- Be familiar with data protection legislation and how it will impact upon the school's practices.
- Health and Safety: Understand the admin team's role in Invacuation and Evacuation procedures.
- Safeguarding: Understand the school's procedures for if a pupil disclosed a potential safeguarding concern and what to do in the case of a child protection concern.
- Keep the main school office area tidy.
- To support the aims and ethos of the school.

School Attendance Officer Person Specification

| | Essential Criteria | Desirable Criteria |
|-----------------------------|---|---|
| Qualifications | <p>GCSE (grade C or above) or equivalent - Maths & English</p> <p>Clear spoken English</p> | <p>Relevant qualification for school office environment.</p> <p>Previous paid experience within a school office.</p> |
| Knowledge and Understanding | <p>Experience of working in a busy office administration environment.</p> <p>Excellent communication skills</p> <p>A clear understanding of the importance of excellent, regular pupil attendance and punctuality.</p> <p>Have good working ICT knowledge including Microsoft Office.</p> <p>Understand the importance of confidentiality and the Data Protection Act 2018 and GDPR.</p> <p>Understand the importance of excellent customer service.</p> <p>Possess strong interpersonal skills.</p> <p>Be organised, accurate and thorough in their work.</p> <p>An understanding of your role in promoting equal opportunities within the context of a school environment.</p> <p>An understanding of safeguarding issues relating to children and other stakeholders</p> | <p>Knowledge of Integris or similar School MIS or a willingness to undertake relevant training.</p> <p>Knowledge of applying the school Attendance Policy and Procedure.</p> <p>Understanding of the term persistent absentee.</p> <p>Knowledge of strategies used to support families where poor attendance is an issue.</p> |

| | Essential Criteria | Desirable Criteria |
|---------------------|--|--|
| Skills / Attributes | <p>A flexible approach towards working practices. High expectations of self and a desire to maintain professional standards.</p> <p>The ability to work as both part of a team and independently.</p> <p>High levels of drive, energy and integrity.</p> <p>A pleasant and welcoming manner, the ability to deal with unexpected events calmly and efficiently.</p> <p>Ability to form strong working relationships with different members of the school team.</p> <p>A commitment to supporting others.</p> <p>An excellent understanding of confidentiality.</p> <p>A warm, engaging and transparent personality. The successful candidate will be:</p> <p>Committed to promoting high quality and consistent practices.</p> <p>Committed to contributing to the wider school and its community.</p> <p>A good team player, with the ability to also work using their own initiative. Willing to go the extra mile and able to quickly adapt to changes.</p> | <p>Previous experience of reception duties.</p> <p>Previous experience with dealing with member of the public and with having 'difficult conversations'.</p> |

School Attendance Officer Selection Criteria

| | ESSENTIAL | DESIRABLE | HOW ASSESSED |
|--|------------------|------------------|--|
| Qualifications | | | |
| Educated to GCSE standards in English and Maths | ✓ | | Application form |
| Excellent communication skills | ✓ | | Application form and at interview |
| Relevant qualification for school office environment | | ✓ | Application form |
| Experience | | | |
| Experience of working in an office environment | ✓ | | Application form/at interview/references |
| Experience of working in a school environment | | ✓ | Application form/at interview/references |
| Experience of Reception duties | | ✓ | Application form/at interview/references |
| Experience of Microsoft Office applications | ✓ | | Application form/at interview/references |
| Basic understanding of school attendance | | ✓ | Application form and at interview |
| Personal and Professional Skills and Attributes | | | |
| Highly motivated and enthusiastic | ✓ | | Application form and at interview |
| Highly professional standards | ✓ | | Application form and at interview |
| Ability to stay calm under pressure | ✓ | | Application form and at interview |
| Ability to make telephone calls and make visitors feel welcome | ✓ | | Application form and at interview |
| Ability to defuse situations | ✓ | | Application form and at interview |
| Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc | ✓ | | Application form and at interview |
| Ability to work effectively as a part of a team | ✓ | | Application form and at interview |
| Willingness to undertake First Aid Training | ✓ | | Application form and at interview |
| Willingness to play a part in the wider life of the school | ✓ | | Application form and at interview |
| An understanding of safeguarding issues relating to children and other stakeholders | | ✓ | At interview |
| Knowledge of Integris or a willingness to undertake relevant training | | ✓ | Application form and at interview |
| Tact, diplomacy, confidentiality and sensitivity are paramount to this post | ✓ | | At interview |
| Positive approach to problem solving | ✓ | | At interview |

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| Requirements from confidential references | Essential |
| Written references only | ✓ |
| Confirmation of professional and personal knowledge, skills and abilities | ✓ |
| Positive recommendation from current employer | ✓ |
| In addition to the above selection criteria we will require the appointed candidate to undertake a Disclosure Barring Service (DBS) Enhanced Disclosure and medical questionnaire in accordance with safer recruitment guidelines | ✓ |