

Job Description and Particulars of Appointment

Details of Post

- **Title:** Attendance Officer
- **Academy/Trust:** TrustEd Schools
- **Reporting to:** Office Manager/Assistant Headteacher
- **Main Workplace:** Church Stretton School
- **Grade and SCP:** Grade 5 (SCP 6-7)

The school is committed to safeguarding and promoting the welfare of its pupils and expects all staff and volunteers to share this commitment. All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check.

All support staff posts are subject to the Asylum and Immigration requirements

Purpose of Post

To work in conjunction with pastoral leaders and coordinate day-to-day attendance processes and interventions, ensuring statutory compliance, safeguarding oversight and the effective use of attendance data to improve pupil attendance and punctuality.

The post holder may also contribute flexibly to wider administrative and reception functions as required, supporting the effective operation of the school and the Trust in line with organisational expectations and operational need.

Core Focus Areas

While the duties of this role are wide-ranging, the post holder's work will be primarily focused on:

- monitoring pupil attendance and punctuality to ensure accuracy, compliance and early identification of concerns
- supporting attendance improvement through timely follow-up, early intervention and engagement with families
- contributing to safeguarding through effective attendance monitoring, information sharing and escalation of concerns
- using attendance data to identify patterns, inform action and evaluate the impact of attendance strategies
- ensuring statutory attendance requirements and Local Authority processes are met

The post holder will be expected to contribute flexibly to wider office, administrative and reception duties where required, particularly during periods of staff absence or operational pressure. The organisation of the role will ensure that attendance, intervention and safeguarding responsibilities are given appropriate priority.

Principal Duties and Responsibilities

1. Attendance Operations and Flexible Support

- Coordinate and manage day-to-day attendance processes in line with school policies and statutory requirements.

- Carry out first-day absence contact and follow-up with parents and carers.
- Maintain accurate attendance records and audit trails.
- Produce attendance-related correspondence and documentation as required.
- Provide administrative support directly linked to attendance, safeguarding and pastoral processes.
- Contribute flexibly to wider office, reception and welfare duties where required, particularly during periods of staff absence or operational pressure, ensuring that core attendance responsibilities are prioritise.
- Carry out first-day absence contact with parents/carers and record outcomes accurately.
- Maintain accurate attendance records in line with DfE guidance.
- Produce daily, weekly, and termly attendance reports.
- Follow up missing or incorrect marks with teaching staff.
- Maintain clear audit trails of attendance communications.
- Identify pupils at risk of persistent absence or poor punctuality and track patterns/trends.
- Arrange and attend attendance meetings with parents/carers and contribute to support plans.
- Prepare attendance documentation and evidence packs for statutory processes.
- Liaison with EWO and parents.
- Maintain manual and computerised records/management information systems.
- Word-processing and other IT-based tasks.
- Take notes at meetings.
- Assist with pupil first aid/welfare duties, liaising with parents/staff etc.

2. Resources

- Operate relevant equipment/ICT packages (e.g., Word, Excel, databases, spreadsheets, Internet).
- Analyse attendance data to inform interventions and priorities.
- Track and evaluate the impact of attendance strategies.
- Provide attendance reports to senior leaders and governors.
- Contribute attendance evidence to SEF and School Improvement Planning.
- Maintain stock and supplies, cataloguing and distributing as required.
- Provide general advice and guidance to staff, pupils and others.

3. Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection.
- Monitor attendance closely for vulnerable groups (e.g., Pupil Premium, SEND, Children in Need, Previously Looked After Children).
- Identify attendance concerns that may indicate safeguarding or welfare issues and share relevant information with pastoral teams and the DSL.
- Communicate clearly and professionally with parents and carers, and work collaboratively with Heads of Year, pastoral staff and senior leaders.
- Support consistent messaging around attendance expectations and build positive relationships with families.
- Attend and participate in relevant meetings and training.
- Carry out other duties appropriate to the role as required

4. Safeguarding

- Be aware of and comply with safeguarding responsibilities as outlined in the school's Staff Code of Conduct and related policies and procedures. This may include reference to the Shropshire Career Pathway Safeguarding JD for school staff.

6. Data Protection and other statutory responsibilities

- Be aware of and comply with data protection responsibilities as outlined in the school's Staff Code of Conduct and related policies and procedures. This may include reference to the Shropshire Career Pathway Data Protection JD for school staff.

7. Other Duties

- Any other duties that the Headteacher, EHT/ CEO/ Governing Body/ Trustees feel is commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

8. Review

- This job description is subject to review by the Headteacher/EHT/ CEO/ Governing Body/ Trustees in negotiation with the post holder at any time. However, an annual review of this job description and allocation of responsibilities will take place as part of agreed performance management arrangements.