

**Manchester City Council
Job Description**

School Attendance Officer, Grade 5

The post holder reports to Assistant Headteacher Inclusion. The main contacts of the job are Headteacher, School staff, School Governors, Teachers, Officers within the City Council, Parents/Carers and Pupils.

Main purpose of the job:

- Contribute to support the provision of a responsive and comprehensive high quality support service to help improve overall school attendance in the school.
- To support the school to ensure the achievement of attendance objectives.

Main duties and responsibilities:

1. To accurately maintain case file paperwork and all documentary evidence to be presented to Governors and the LA.
2. To ensure that appropriate administrative processes and systems are established, maintained, reviewed and developed to meet the needs of the service.
3. To track and monitor attendance levels for individual pupils.
4. To develop and maintain databases, systems and procedures to effectively capture, monitor and progress outcomes following court cases.
5. Maintain records including attendance sweeps, campaigns, so the effect/impact of this intervention can be analysed by the school.
6. Distribute and update attendance monitoring templates, legislation and statutory guidance notes and campaigns and initiatives materials to all stakeholders as directed by the Headteacher.
7. To provide admin/clerical support to senior staff attending various casework meetings.
8. To take verbatim notes during interviews held in accordance with Child Protection legislation.
9. Monitor post return to school period and inform SLT member as required.
10. To develop maintain and review databases and attendance information systems in relation to the school's requirements including the production of appropriate information to ensure the delivery of a high quality service.
11. Prepare straightforward policies and procedures for monitoring attendance.
12. Produce yearly attendance returns for the school.

13. Respond to all queries from a wide range of people, in an efficient and courteous manner, using initiative and creativity to resolve problems in a timely manner.
14. Assist in carrying out efficient financial administration, including the processing and recording of purchases and invoices using the school's financial regulations.
15. To actively promote equal opportunities and support the delivery of services which are accessible and appropriate to the diverse needs of pupils.

Where the post-holder is disabled, every effort will be made to fully supply all the necessary aids and adaptations or equipment to allow them to successfully carry out the full duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Person Specification

School Attendance Assistant

For this job we are looking for:

Knowledge and understanding of working with children, young people and families and dealing with barriers to education.

Knowledge, and understanding of safeguarding procedures, child protection issues and law and regulations governing the employment of children.

Knowledge and understanding statutory legislation, guidelines and policies on attendance.

Experience of developing, implementing and monitoring administrative systems in a busy office environment.

Experience of effectively, collating financial data and keeping financial records.

Ability to plan and prioritise own workload, and meet deadlines within fixed, sometimes conflicting, timescales.

Excellent IT skills, including spreadsheets, databases, word processing, and internet/intranet/email.

Excellent written, oral and listening communication skills for effective interaction with internal and external contacts including members of the public and staff at all levels.

Ability to adapt to challenging situations and people and respond appropriately using negotiation and influencing skills to achieve objectives.

Ability to work as part of a team and openly and collaboratively with multi-agency colleagues, while understanding issues around confidentiality.

Problem solving skills and the ability to identify practical solutions.

Personal Style and Behaviour

Drive, tenacity, and an ability to maintain focus, objectivity and sound judgment under complex conditions to achieve desired outcomes.

Tact and diplomacy in all interpersonal relationships with external contacts and colleagues at work to establish and maintain positive relationships, which generate confidence and respect.

Personal commitment to excellence in service delivery.

Flexibility to adapt to changing workload demands and new organisational challenges.

Desire to pursue own personal development and take full advantage of training provided.

Self-motivation and personal drive to complete tasks to required timescales and quality standards.

Ongoing commitment to inclusive education practices and equality of opportunity.

Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.

To contribute to the management of change by effective planning, development and implementation of changes in working practice, new services or changes in service delivery.

Flexibility in approaches to work including service locations arrangements and working outside core hours.

Willingness to consent to and apply for an enhanced disclosure check.