

**Job Description**

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| Post Holder |  |
| Job Title | Attendance Officer |
| Responsible to | Associate Director - Quality |

**Purpose: Key Strategic Objectives**

* To contribute to the overall improvement of student attendance and punctuality through partnership with students, parents and colleagues.
* To be actively involved in the attainment of objectives contained within the College’s Development Plan.
* To hold and actively demonstrate the College’s Core Values in all that you do.
	+ Aim High…
	+ Work Hard…
	+ Take Responsibility…
	+ Do What’s Right…
	+ Respect Others…
	+ Challenge Yourself….
	+ Take Pride……
* To commit to the College’s Safeguarding Policy and promote a safe environment for children, young people and vulnerable adults within the College.

**Specifically, the post holder's responsibilities will be as follows:**

* To work as part of a team to provide pro-active and assertive support to students to overcome barriers to maximise their attendance and punctuality to ensure achievement and progression.
* To devise and undertake a range of strategies to improve student attendance.
* To be the main point of contact in relation to student punctuality and attendance issues for an allocated department.
* Work closely with Heads/Associate Directors of Quality and Personal Tutors to implement effective strategies and ensure there is the necessary interchange of information and consistency of systems and procedures to ensure that each student feels supported.
* To contact (by telephone / email / letter) students and their parents / carers following absence.
* To identify and monitor a flexible caseload of students and take appropriate action to improve attendance and punctuality.
* Liaise and refer students to the Safeguarding and Welfare Officer / Careers Team for specialist support and guidance as appropriate.
* Develop excellent working partnerships with students and parents / carers to promote the importance of good attendance and punctuality.
* Arrange review and performance improvement meetings with students and parents / carers and other College staff as appropriate within the remit of improving attendance and punctuality.
* Implement student action and improvement plans.
* Keep detailed and systematic records of all interventions.
* Provided detailed reports on the impact of interventions.
* Attend internal and external meetings as required.
* Have a high profile input to induction, tutorial programme and transition activities to promote positive ethos and high expectations.
* To actively show a commitment to the Departmental Strategic Objectives.
* To show an active commitment to the College's Equality and Diversity Policy, Quality Frameworks and Health & Safety Procedures.
* To actively participate in Continuous Professional Development including the introduction of new technologies to allow you to contribute effectively to the success of the College.
* To carry out such other appropriate duties commensurate with your skills, knowledge and experience.
* The College may, in consultation with you, need to vary these duties from time to time in order to respond to the changing requirements of the College.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_**

**Person Specification**

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| **Category** | **Ref** | **Criteria Description** | **Method of Assessment** |
| **1. Skills and Abilities** |
| Essential | 1.1 | Excellent organisational skills and the ability to prioritise and work effectively under pressure both from own initiative and as part of a team. | Application/Interview |
| 1.2 | Excellent communication skills and the ability to interact positively with young people and their parents /carers and to work successfully with colleagues at all levels of the organisation. |
| 1.3 | Ability monitor and produce accurate and timely reports on relevant statistical information.  |
| 1.4 | Excellent IT skills and experience in the use of Microsoft Office packages including, desirably ProSolution and ProMonitor |
| 1.5 | Excellent record keeping skills and the ability to produce written reports to a high standard. |  |
| **2. Qualifications and Training** |
| Essential | 2.1 | Minimum Level 3 qualification in a relevant subject. | Application/Verification of original certificates |
| 2.2 | Grade C or above in Maths and English (or equivalent) |
| Desirable | 2.3 | Qualifications in Microsoft Office. |
| **3. Attitude / Disposition** |
| Essential | 3.1 | Excellent interpersonal skills with the ability to develop positive relationships at all levels both internally and externally to the College.  | Application/Interview/References |
| 3.2 | Highly motivated and confident and the ability to motivate and inspire others. |
| 3.3 | A positive attitude to students and their parents /carers. |
| 3.4 | Commitment to excellence and to student success and positive progression. |
| 3.5 | Ability to be resilient when situations are challenging. |  |
| 3.6 | A high level of personal integrity with evidence of handling sensitive situations with tact and diplomacy and with complete regard for confidentiality. |  |

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| **4. Knowledge** |
| Essential | 4.1 | Thorough understanding of the barriers to learning faced by students. | Application/Interview |
| 4.2 | Knowledge of strategies to engage and motivate learners and effective ways of managing student attendance. |
| 4.3 | Knowledge of the Education Inspection Framework. |
| 4.4 | Knowledge and understanding of safeguarding principles and student welfare issues and of external agency support. |  |
| **5. Experience** |
|  | 5.1 | Experience of working with and supporting vulnerable and at risk young people and their families. |  |
| 5.2 | Experience of managing complex caseloads. |
| 5.3 | Previous experience of working with young people in an educational establishment and of coaching, mentoring and providing effective support to students. |

**Contract Arrangements**

Staff will be engaged under a Contract of Employment determined by Northern Skills Group Business Services, supported by Contract Guidelines. The following salient features will apply:

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| 1. | Contract type | NSG Business Services |
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| 2. | Working week | 35 hours, Term Time Only (40 weeks) |
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| 3. | Holiday | Colleagues are entitled to 25 days (FTE) annual leave plus statutory holidays. Annual leave is a service related entitlement, which will increase as below and come into effect from the 1st January following the anniversary date. (holiday year 1 January - 31 December)* 5 years’ service 26 days
* 10 years’ service 28 days
* 15 years’ service 30 days.
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| 4. | Period of Notice | Two months |
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| 5. | Salary Scale | £14,042.71 - £14,935.66 per annum |
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| 6. | Pension | Northern Skills Group operates a pension scheme through NEST.  The current contribution is 5% of pensionable salary.  |
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| 7. | Life Assurance | Non-contributory Life Assurance Scheme.  |
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| 8. | Healthcare | Non-contributory Healthcare Scheme. |
| 9. | Sickness | The Corporation’s Sickness Policy will apply and further information is available from the Human Resources Department on request. |
| 10. | Probationary Period | 6 months |
| 11. | Disclosure & Barring Service Check | From the 1 August 2018, new employees (with the exception of Apprentices, Business Support Scales 1, 2 & 3 or equivalent in Northern Skills Group) will be required to pay for the Disclosure & Barring Service Check, and this will be deducted from their payroll over the first three months of employment. The current cost of a Disclosure & Barring Service Check is £58.40. |

**Please note that all appointments are subject to a satisfactory Enhanced Disclosure & Barring Service check and receipt of two satisfactory references.**