

Attendance & Administration Assistant

Job purpose including main duties and responsibilities

The Attendance & Administration Assistant will work alongside key school staff and The Education Welfare Service in school to reduce levels of unauthorised absence and promote whole school attendance procedures. They will work with children and families to improve levels of attendance.

Main objectives of the post

- Improve levels of attendance for all students.
- Promote a positive attendance and punctuality culture at The Pioneer Academy.
- Assist the school to reach its attendance targets.
- To provide a reception service to the school.
- To provide general admin support to the school.
- Specific responsibilities include creation and maintenance of accurate and confidential records, and complying with data protection laws.

Main duties and responsibilities

Administration Duties

- Conduct general reception duties, including answering and dealing with telephone enquiries, taking and acting on messages, maintaining the Inventory visitor log, checking own and school admin/info email accounts regularly throughout the day, dealing with correspondence and general admin.
- Act as first point of contact for the Senior Leadership Team, including telephone enquiries, dealing with customer complaints, receiving visitors and arranging hospitality.
- Oversee the accurate recording and updating of pupil and staff information on Arbor/SIMs and any other school packages.
- Perform housekeeping tasks regularly on Arbor/SIMs to ensure data is kept up to date.
- Produce and send communications to prospective parents, parents and staff, via email and the school communication packages.
- Complete the school census data returns and submit to the DfE COLLECT portal.
- Set up ArborPay/Parent Pay accounts for staff and pupils.
- Liaise with the kitchen staff, maintaining daily dinner registers, providing meal reports to the kitchen and updating ParentPay (where appropriate).
- Keep the evacuation grab and go bucket up to date and undertake fire warden duties.
- Take an active role in personal professional development and engage pro-actively in the appraisal process.

Safeguarding Duties

- Check that all visitors to the school have the appropriate checks and ID before issuing lanyards and allowing access to the site.

- Liaising with third parties to obtain and file letters of assurance that all safer recruitment checks have been carried out, in advance of the visitor attending school.
- Administer First Aid to pupils and staff, liaising with senior staff and parents and logging the event on Medical Tracker and completing incident report forms.
- Update medical, allergy and dietary information for pupils and staff, ensuring that all allergy processes are adhered to, including communicating to staff, issuing allergy lanyards and updating allergy photo wall/report.
- Liaise with the SENDCO in order to maintain Health Care Plans for pupils and staff.

Marketing Duties

- Promoting a positive welcome to the school to pupils, parents and visitors and ensuring that the foyer and admin office is presentable and professional at all times.
- Organise school events including open days and parents evening, as required.
- Assist with marketing and promotion of the school, including producing, displaying and distributing posters and flyers.
- Manage and update the school website and any social media accounts
- Produce and distribute the school newsletter, liaising with staff members in order to obtain high quality articles in a timely manner.

Organisation Duties

- Contribute to the planning, development and organisation of support service systems, procedures and policies
- Manage the administration of the extended schools clubs, producing a half termly timetable in conjunction with the relevant stakeholders and set up the clubs and registers on Arbor/SIMs.
- Manage administration of facilities including use of school premises
- Liaising with lead teachers to set up school trips in accordance with the Educational Visit Policy and school procedures, including communications with the lead teacher and kitchen regarding lunch arrangements.
- Managing the admin and booking processes for Breakfast and After School Clubs.

Admissions Duties

- Manage the admissions process, from making appointments, gathering all required information and forms, recording the data, processing forms, communicating with relevant departments and liaising with admissions.
- Manage all school transfers, including the secondary transfer process.
- Maintain and update welcome packs for prospective parents/carers and new joiners.

Attendance Duties

- Daily attendance related procedures including recording late children.
- Contact all absent pupils on a daily basis through phone calls and emails/messages and bring to school where necessary.
- To establish a 'first day contact' system.
- Assist with identification of children who need support in improving attendance record.
- Work with parents/carers to improve attendance record of pupils.

- Contact parents by letter to improve attendance levels.
- Collate and maintain attendance data, and prepare weekly attendance data for assembly.
- Work with Education Welfare Officer to generate CMEs and undertake home and school visits as required.
- To work alongside relevant staff, senior management and family workers.
- Follow the Attendance Policy and prepare relevant attendance reports for stakeholders.
- Any other duties as agreed with line manager.

Principal Accountabilities for Attendance role

- To collate information with regard to the attendance of pupils who may be experiencing attendance difficulties in order to inform school, The Education Welfare Officer and parents.
- To work with identified individuals using regular attendance checks. Contacting parents /carers and pupils to improve levels of attendance.
- To enhance the work of The Education Welfare Officer, by contributing to whole school attendance strategies and systems.

Personal Specification

Qualifications and training	Criteria	
Numeracy/Literacy qualifications (GCSE English and Maths A-C or equivalent).	E	
NVQ level 3 or equivalent qualification or experience in relevant discipline.	D	
First aid training.	D	

Experience		
Minimum 1 years experience in a finance / busy admin department	E	
2 years experience in a school or educational environment	D	

Skills and Knowledge		
Excellent communication skills (including written, oral and presentation).	E	
Good typing skills are essential	E	
Excellent literacy and presentation skills to undertake a variety of tasks, e.g. marketing communications, parent letters, website content and producing correspondence on behalf of the Leadership Team	E	
Able to undertake short and long term planning, e.g. managing own workload, managing the work of others, ensuring deadlines are met, planning for school activities.	E	
Able to work accurately and with attention to detail.	E	
Excellent knowledge and understanding of relevant ICT packages, including Excel, Word, PowerPoint and Arbor/SIMs.	D	
Good knowledge and experience of managing a website.	D	
Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation, including the safeguarding of children and young carers.	D	
Committed to safeguarding and promoting the welfare of children and young people	E	

Personal Attributes		
Model and shares the school and The Pioneer Academy's vision and values.	E	
Able to use own initiative with confidence, driving initiatives forward and work as a member of the wider school team.	E	

Able to relate well to pupils, staff and parents/carers.	E	
Able to demonstrate sensitivity, tact and confidentiality particularly when dealing with issues.	E	
Be able to work calmly in pressured situations.	E	
Able to deal with more complex queries and know when to refer to more senior staff.	E	
Ability to self-evaluate learning needs and actively seek learning opportunities.	D	
Approachable and honest; has presence and is highly visible to pupils, parents/carers, staff and the wider community.	E	
Ability to demonstrate flexibility in relation to assigned roles.	E	

Special Requirements		
Be able and willing to work outside normal hours, if required, in order to meet the demands of the role	E	
Suitability to work with children	E	

KEY

E/D Essential or Desirable

Assessed through: A = Application Form / I = Interview / T = Task