

Post Title	Attendance/Office Administrator
JD Ref No.	CA038
Responsible To	Head of School
Grade	Grade 6

Purpose	<p>To support the school's attendance processes by monitoring and following up on student absences, maintaining accurate records, and ensuring effective communication with parents, staff and students to improve attendance outcomes.</p> <p>As part of the administration team, the role also provides administrative and reception support, delivering a professional frontline service and contributing to the smooth day-to-day operation of the school</p>
Main Duties and Responsibilities (Attendance Officer)	<ul style="list-style-type: none"> Monitor and follow up on student attendance, working closely with parents/carers and students to ensure the school is fully informed of absences and reasons. Maintain accurate and up-to-date attendance records, ensuring all actions and communications are clearly documented and accessible. Communicate attendance concerns to relevant staff to support student engagement and improvement. Develop and maintain strong communication processes with staff to ensure attendance information is shared and used to support student engagement. Work collaboratively with the Leadership Team to improve attendance outcomes, including contributing to communication strategies with parents and the ongoing development of attendance. To liaise with outside agencies and relevant support services in order to support pupils and improve attendance.

<p>Main Duties and Responsibilities (Reception & Admin Support)</p>	<ul style="list-style-type: none"> • Manage reception duties, ensuring all visitors, students and staff are signed in/out in line with safeguarding procedures. • Provide a professional and welcoming front-of-house service, responding efficiently to enquiries in person, by phone and via email. • Handle incoming and outgoing correspondence and maintain accurate office records, databases and filing systems. • Support school operations through administrative tasks, including report production, communications, and data entry (e.g. detentions, exclusions). • Assist in coordinating school events such as Parents' Evenings and transition activities. • Maintain office resources, including stationery, displays, ID badges, and first aid supplies. • Support student services by responding to queries, managing lost property, and assisting pastoral teams with reports and student tracking. • Monitor and report health & safety issues, and assist with emergency procedures such as fire drills. • Provide administrative support for school systems (e.g. communications, homework, payments, bookings). • Prepare newsletters, letters to parents and other publications for distribution. • Undertake general administrative and clerical duties, including printing, photocopying and laminating. • Administer first aid where qualified (or willingness to train).
<p>Support for the Academy</p>	<ul style="list-style-type: none"> • Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person • Be aware of and support differences and ensure all pupils have equal access to opportunities to learn and develop. • Contribute to the overall ethos/work/aims of the school. • Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress of students. • Participate in training and other learning activities as required. • Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
<p>General</p>	<ul style="list-style-type: none"> • Attend Staff Briefings, inset events, Staff Meetings etc where appropriate. • Keep up to date and carry out training (as necessary) to ensure compliance with all school policies and procedures, especially those relating to Child Protection, Health and Safety, security and confidentiality. • Participate in appraisal as required. • Other duties as required in support of the school within the scope of this post.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant NVQ 3 or equivalent qualification or experience in a relevant post. • GCSE or equivalent in numeracy and literacy 	<ul style="list-style-type: none"> • Evidence of further training in school-based support role
Experience & Skills	<ul style="list-style-type: none"> • Secretarial/administrative experience preferably in a school-based setting. • Excellent communication skills • The ability to deal with sensitive and confidential information. • Experience management and operation administrative systems • Competent ICT skills including use of word (including mail merge), excel and PowerPoint. • Ability to relate well to children and adults. • Ability to plan, organise and prioritise own workload • Be able to work as part of a team, 	<ul style="list-style-type: none"> • Experience of using a school database i.e. SIMs etc. • Experience of preparing and controlling data and checking for accuracy. • Knowledge of relevant, policies/codes of practice and awareness of relevant legislation in a school-based setting. • GDPR trained
ADDITIONAL INFORMATION	<ul style="list-style-type: none"> • Occasional attendance at meetings outside of normal hours. • Requirement for some out-of-school activity, working additional weeks during school closures to support specific activities or events as appropriate • The postholder may be required to work at other schools within the Trust. A valid driving licence/ability to travel independently may be necessary to fulfil this role. • It is the practice of this school periodically to examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the school's aim to reach agreement on any alterations. If this is not possible the Headteacher reserves the right to insist on changes to job descriptions after consultation. <p>All external appointment are subject to Cumbria Education Trust's standard probation periods and assessment</p>	
SAFEGUARDING	<ul style="list-style-type: none"> • Cumbria Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. • It is the responsibility of all adults employed by CET to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned, or contracted to work with children or young people. • Applicants for all posts must be willing to undergo safeguarding and DBS screening appropriate to the post. 	

<https://www.cumbriaeducationtrust.org/>