

Job Description for:

Attendance and Family Support Officer

Grade G, Point 13, £29,064FTE: £24,998 actual

39 weeks per year (termtime), 37 hours per week 8am - 4pm. Mon-Fri



**SARUM
ACADEMY**

Job Title

Attendance and Family Support Officer

Responsible to

Pastoral Assistant Headteacher

Purpose of the Role

To improve student attendance by working directly with students, families, tutors, and school staff to identify and overcome barriers to attendance. This is a highly visible, relationship-focused role that prioritises face-to-face engagement with students and parents, alongside close collaboration with school staff. The postholder will provide early intervention, conduct home visits, facilitate attendance meetings, and deliver practical support to help students attend school regularly and achieve their full potential. The role complements the work of the school's Attendance Officer, who is responsible for the majority of attendance administration and data management.

What We Are Looking For

We are seeking an enthusiastic and proactive individual who enjoys working directly with young people, families, and staff. The successful candidate will spend much of their time engaging with students, telephoning and meeting parents, attending attendance meetings, conducting home visits, and working alongside tutors and pastoral staff to improve attendance. They will play a key role in helping students overcome barriers to school and ensuring every child has the best possible opportunity to succeed.

Key Responsibilities

Student Support and Intervention

- Build positive and trusting relationships with students whose attendance is causing concern.
- Meet regularly with identified students to understand and address barriers to attendance.
- Support students during reintegration following periods of absence.
- Develop attendance support plans and monitor progress against agreed targets.
- Work alongside pastoral, SEND, safeguarding, and teaching staff to coordinate support and interventions.
- Identify trends in attendance for all year groups and sub-groups.

Family Engagement

- Establish positive and supportive relationships with parents and carers.
- Make regular telephone calls to parents/carers regarding attendance concerns, welfare checks, and agreed actions.
- Meet with families to discuss attendance concerns and identify underlying barriers.
- Support families to engage positively with the school and wider support networks.
- Attend and contribute to School Attendance Meetings (SAMs) with tutors and pastoral teams.
- Conduct home visits where attendance concerns have been identified.

Working with Tutors and School Staff

- Work closely with tutors, Heads of Year, pastoral staff, SEND staff, and senior leaders to monitor and improve attendance.
- Support staff in identifying students at risk of persistent absence and developing appropriate interventions.
- Share information regarding attendance concerns, barriers, and support plans with relevant staff.
- Provide advice and guidance to staff on strategies to improve attendance and engagement.
- Ensure a coordinated approach to supporting students and families across the school.

Attendance Meetings and Multi-Agency Working

- Liaise with external agencies, including Early Help, social care, health professionals, and local authority attendance services.
- Work closely with safeguarding, SEND, behaviour, and inclusion teams to ensure coordinated support.
- Represent the school at attendance-related meetings as required.



Attendance Improvement and School Presence

- Maintain a visible presence around the school to support students and promote positive attendance habits.
- Support daily attendance interventions where direct engagement with students is required.
- Identify attendance concerns early and intervene before patterns become entrenched.
- Contribute to attendance campaigns, rewards, and initiatives that encourage excellent attendance.
- Support the school's strategic approach to reducing persistent absence and improving attendance outcomes.

Person Specification

Personal Qualities

- Empathetic, resilient, and solution-focused.
- Calm and professional when dealing with challenging situations.
- Committed to improving outcomes for children and young people.
- Proactive and able to take initiative.
- Flexible and willing to work both in school and within the local community.

Essential

- Experience of working directly with young people and/or families.
- Experience of supporting individuals to overcome barriers and achieve positive outcomes.
- Experience of working collaboratively with colleagues and external agencies.
- Confidence in speaking with parents and carers, both face-to-face and by telephone.
- Excellent interpersonal and communication skills.
- Ability to build trust and rapport with students, families, and staff.
- Ability to hold supportive but appropriately challenging conversations.
- Understanding of factors that can impact school attendance and engagement.
- Ability to work independently and manage a caseload of students and families.
- Strong organisational skills and the ability to maintain accurate records.

Desirable

- Experience in attendance, pastoral, safeguarding, family support, youth work, education, or social care.
- Experience of conducting home visits.
- Knowledge of attendance guidance and school attendance processes.
- Experience of working with students with SEND and/or social, emotional, and mental health needs.
- Full driving licence and access to a vehicle.