

Attendance Support Officer

Closing Date: Monday 31st August 2026

Interview Date: WC 7th September 2026



MOSAIC
LEARNING TRUST

Raising Aspirations,
Empowering Futures



**Candidate
Information Pack**

WELCOME TO THE MOSAIC LEARNING TRUST

It is with great pleasure that I introduce you to Mosaic Learning Trust and I hope this information will enable you to decide on your suitability to join our journey and become part of our growing team. As a Trust, we are determined to challenge our students inside and outside the classroom to strive for individual excellence and to achieve the highest academic standards. Our Trust is committed to supporting every student to develop to their full academic potential whilst experiencing a wide and exciting range of opportunities to equip them with the skillset for a successful future as rounded, mature and confident members of modern society.



Aspirational Learning

We aim to *Inspire Excellence* and *Unlock Potential* by creating high expectations and providing personalised learning opportunities for our children.



Empowering People

We Value Every Voice and *Nurture Every Talent*. We prioritise wellbeing, inclusivity, and active community engagement, ensuring that each person feels respected, nurtured and supported.



Collective Ambition Our belief that *Together We Achieve More*. Through sharing resources, and expertise we support each school within the trust, encouraging staff learning and enhancing outcomes for children.



I am very proud of the Trust, its students, staff and Trustees. Education at Mosaic provides much more than exam excellence. It aims to develop and nurture our children to take their place as caring and confident young people in the outside world. Our staff have opportunities to engage in high quality Continuous Professional Development, and all staff have access to our supportive, well-being packages. We would like to invest in the long-term career of an exceptional candidate and would welcome visits from prospective applicants.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Neil Moore'.

Neil Moore
Chief Executive Officer



SCHOOL WELCOME



**Standish Community
High School**

Dear Applicant,

Welcome to Standish Community High School.

Thank you for considering an application to the permanent position of Attendance Support Officer at Standish Community High School. I am happy to recommend Standish Community High School to you as a high performing, vibrant, caring and forward-thinking school – where the academic achievement and personal development of each student go hand in hand.

As a school we are committed to the highest levels of academic achievement, personal growth and lifelong fulfilment. Over the five years, our students make considerable strides towards adulthood – for them to achieve this all our students follow 'The Standish Way' and are encouraged to become Successful Learners, Confident Individuals and Responsible Citizens.

Our school has a strong sense of community, purpose and belonging. We value our students and recognise that success looks and feels different for each student. However, what is consistent is our team of passionate, enthusiastic, caring and committed staff who work relentlessly in pursuit of excellence for the students and community we serve.

At Standish Community High School, we have a strong commitment and belief in developing staff at all levels. We seek to recruit and retain colleagues whose drivers match our school ethos and are committed to their own personal development. Successful candidates will receive a high-quality induction, appraisal, continuous development programmes and opportunities to contribute to whole school projects.

We are also delighted to share that the school was inspected by Ofsted in February 2026 under the renewed inspection framework, achieving 'expected' outcomes across all evaluation areas. The report celebrates many of the school's strengths, highlighting the positive and respectful relationships between students and staff, the consistently high expectations for behaviour and achievement, and our unwavering commitment to excellence in teaching and learning. It reflects the dedication of our staff and the pride our students take in their work and community, and it affirms our continued drive to ensure that every student succeeds and thrives.

I hope you find this application pack helpful in making your decision to apply for this exciting career opportunity. I would like to thank you for your application, investment of time and - whatever the outcome – I wish you well in the future.

If you have any questions for us, do get in touch, we are always here to help.

Yours faithfully,

**Mrs L Barker
Headteacher**



ABOUT OUR SCHOOL



**Standish Community
High School**

Standish Community High School is a thriving 11-16 school, set on an extensive and well-resourced campus in Standish, Wigan. We are a vibrant, caring and forward-thinking school, where the academic achievement and personal development of each student go hand in hand. We are committed to the highest levels of academic achievement, personal growth and lifelong fulfilment. Our motto, 'Be Outstanding', captures our belief that all of our students deserve the very best education and opportunities that enable them to flourish and grow in confidence. We are determined to help them develop skills and expertise and to become happy, well rounded and successful individuals.

Our Motto:



Successful Learners



Confident Individuals



Responsible Citizens

Be Outstanding

Our Vision

We seek to be recognised as a school that secures excellence in academic achievement, personal growth and professional development. We focus on the needs of the individual through a commitment to every student, every subject and every grade. We believe that there should be no ceiling on ambition and that potential can be realised in all our students, irrespective of background or ability. We aspire to place a deep sense of care and support at the heart of our school.

Our Aims:

- To ensure our students become conscientious and resilient so that they thrive as learners
- To prepare students for 21st century adulthood through the provision of a broad and balanced curriculum
- To be recognised as a centre of excellence for teaching and learning
- To flourish as an inclusive school that prepares our students to be responsible citizens
- To ensure that all pastoral structures and systems of support are designed to help students be confident with high self esteem
- To recognise leadership at all levels and across all areas of school life
- To equip our students to have the skills and emotional intelligence to be able to adapt and succeed in an ever-changing society.

**"Pupils feel happy and safe at Standish
Community High School." OFSTED**



MOSAIC LEARNING TRUST

Raising Aspirations,
Empowering Futures

August 2026

Dear Applicant,

Attendance Support Officer – Permanent Contract

Many thanks for your interest in the above position. Please find enclosed the following documents:

- Job Description
- Person Specification
- Application Process

Following a successful internal promotion, Standish Community High is advertising for a permanent Attendance Support Officer to commence employment as soon as possible.

The successful candidate will work alongside the Attendance Manager in school to promote excellent attendance, reduce levels of absence and work with children and families to promote high levels of attendance and ensure students are effectively safeguarded.

The working hours will be 37 hours per week, term time plus 1 week, 8.00 a.m. until 4.00 p.m. Monday to Thursday and 8.00 a.m. to 3.30 p.m. on Fridays.

This role will be based at Standish Community High School, however as we are part of Mosaic Learning Trust, there may be occasions when you will be required to work at other schools within the Trust.

We encourage applicants to apply through [MyNewTerm](#). Applicants can also apply by filling in the Trust's application form found on the [School Website](#). Late applications will not be considered. Completed application forms should be forwarded by email to: recruitment@standishchs.wigan.sch.uk

Applications will be considered as soon as they are received, and the closing date will be Monday 31st August 2026. Interviews are scheduled to take place week commencing 7th September 2026. Online searches will be carried out on shortlisted candidates (in line for the KCSIE 2023 guidance).

Any offer of employment is subject to a satisfactory enhanced criminal record check with barred list check through the Disclosure and Barring Service (DBS), medical clearance, references, and verification of qualifications satisfactory to the Trust.

Yours faithfully,

Miss R Atherton
Trust H.R. Manager

JOB DESCRIPTION



INTRODUCTION

Post Title:	Attendance Support Officer (Permanent Contract)
Purpose:	The Attendance Support Officer will work alongside the Attendance Manager in school to promote excellent attendance, reduce levels of absence and work with children and families to promote high levels of attendance and ensure students are effectively safeguarded.
Responsible to:	Assistant Headteacher
Responsible for:	No line management responsibility.
Liaising with:	Senior Leaders, Attendance Manager, School Staff, Students, External Agencies and Parents/Carers
Working time:	37 hours per week, Term -Time plus 1 week working Monday to Thursday 8.00 a.m. to 4.00 p.m. and Fridays 8.00 a.m. to 3.30 p.m.
Salary /Grade:	Grade 4, SCP 5 - 8 (£25,949.00 - £26,824.00 per annum) Actual Salary £22,417.64 - £23,173.37
Disclosure Level	Enhanced
Conditions of Employment	No holidays are permitted during the 190 day teaching year.

MAIN DUTIES / JOB OUTLINE

General Responsibilities

- To co-ordinate, oversee and respond to issues relating to the attendance & punctuality of students supporting the school to meet its statutory obligations regarding attendance recording, monitoring and reporting.
- To work in collaboration with the Attendance Manager to ensure that all legal requirements and attendance targets are met.
- To liaise with parents, carers, staff and outside agencies to support attendance and punctuality.
- To ensure that all information used to inform statistical returns to the DfE are correct.
- To be responsible for communications regarding absence and punctuality.
- To implement a range of actions and interventions, suitable to the individual in accordance with relevant legislation and DfE guidelines.
- Celebrate, promote, recognise and acknowledge good attendance.
- Maintain, upkeep and produce accurate daily fire registers from SIMS and other relevant sources.

Specific/ Routine Responsibilities

- To provide first wave Safeguarding checks through application of internal measures to identify and respond to all unexplained absences and ascertain a student's whereabouts and safety.
- To obtain explanations for unexplained student absences in conjunction with tutors.
- Ensure necessary checks are made on missing students and to support the effective administration of the 'N' Code follow up procedure.
- Monitor pupils' attendance to all lessons and flag any anomalies to ensure that all students can be accounted for at all times to ensure all are safeguarded.
- Report any concerns regarding safeguarding and attendance to the relevant person(s) in school.
- To identify and investigate any register anomalies ensuring all records are accurate and up to date throughout the course of the school day and follow school protocols for addressing such anomalies.

- Identify risk and reduce truancy/children absconding and support the implementation of appropriate plans.
- To contact parents/carers of absent pupils on their first day of absence and any subsequent days.
- To work collaboratively with external agencies, when required, to improve attendance.
- To follow multi agency checks and plans (eg Social Care) to make professionals aware of vulnerable students attendance/absence.
- Ensure that student information is logged and/or filed efficiently.

Specific Stakeholder Responsibilities

- To maintain constructive relationships with parents/carers when exchanging information, facilitating support for their child's attendance, access and learning and supporting home to school and community links.
- Liaise effectively with stakeholders via telephone, email and or written letter to provide any support needed to improve their child's attendance and advising parents/carers about their legal responsibility to ensure their child attends school on a regular basis.
- Support home visits to parents/carers and students, where appropriate and necessary to improve pupil attendance, ensure student welfare and ensure that all students are safeguarded effectively. When required bring them into school.
- Make initial contact with parents/carers regarding to student illness/injury; maintaining patience, tact and sensitivity are required when making these calls.
- Reply to parents/carers requests for information or queries in writing and by telephone.

Specific Colleague Responsibilities

- To support weekly meetings with Pastoral Colleagues and plan to support improvement in the attendance and punctuality of individual students.
- To support half termly meetings with the Assistant Headteacher to review whole school attendance and punctuality.
- Obtain explanations for unexplained student absences in conjunction with tutors.

Specific Administrative Responsibilities

- The post holder is responsible for ensuring that attendance data is accurately maintained.
- Making decisions on whom to inform of the information given.
- Daily update systems with reasons for absence, contact home for unknown absences, messaging regarding lateness to school.
- The information held on the attendance system should be accurate to ensure that Raise-on-line, used for external reporting and assessment of attendance, including Ofsted, accurately represents student attendance at the school.
- Will refer to and adhere to all internal protocols and procedures pertaining to the attendance role.
- Produce and post up-to-date information on attendance notice boards, to ensure that staff and students are kept updated on attendance matters and produce attendance information for key school events.
- Record and file medical letters and provide updates as required.
- Administration of SIMS to ensure the register is completed and exclusions recorded accurately.
- Manage distribution, collation and responses to holiday absence request letters.
- Update attendance tracker with attendance figures from SIMS.
- Provide KPI figures.
- Ensure that student information is logged and/or filed efficiently.

OTHER SPECIFIC DUTIES

- To carry out the duties in the most effective, efficient and economic manner available.
- To continue personal development in the relevant area.
- To participate in the staff review and development appraisal process.

- To support the development and promotion of an image which is consistent with the aims of the school.
- Provide general clerical/admin support, when necessary, for example, photocopying, filing, faxing, completing standard forms, responding to routine correspondence.
- Be aware of and comply with policies and procedures relating to child protection, safeguarding, security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Commitment and support to ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as may be reasonably directed.

COMMUNICATIONS

- To maintain effective links throughout the School.
- To communicate and consult with other staff and pupils.
- To promote a positive service to both staff and pupils.
- To communicate and co-operate with internal/external individuals and bodies as appropriate.
- To follow agreed policies for communications within the School.

HEALTH AND SAFETY TRAINING

- To undertake Health & Safety Training on areas within the designated work area.

SCHOOL ETHOS

- Play a full part in the life of the school community, supporting its distinctive mission and ethos and encouraging staff and students to follow this example.
- Promote actively the school's corporate policies.
- Comply with the school's health and safety policy and undertake risk assessments as appropriate.

SIGNATURES

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements, which are commensurate with the job title and grade.

Whilst every effort has been made to explain the duties and responsibilities of the post each individual task undertaken may not be identified. Employees are expected to comply with any reasonable request from the Headteacher / SLT link to undertake work of a similar level that is not specified in this job description.

Signed
(Attendance Support Officer)

Signed
(Headteacher)

Dated
(Attendance Support Officer)

Dated
(Headteacher)

SAFEGUARDING OF CHILDREN AND YOUNG PEOPLE

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION



ASPECT	Essential/ Desirable	Application/ Interview/ Reference
Understand procedures with regard to Safeguarding	E	A, I
3 GCSE's A*- C including Maths & English	E	A, I
Educated to Degree Level	D	A
Relevant NVQ3 or evidence of the equivalent QCF credit value	E	A
Demonstrate an ability to cope with stressful / conflict situations	E	A, I
Experience of using Microsoft Office – Word, Excel, Office SIMs etc.	E	A, I
Be aware of Best Practice with regard to working with young people	E	A, I
To be able to work in an environment where trust and confidentiality are utmost important	E	A, I, R
Previous experience of working within a similar role	E	A, I, R
Experience of dealing with parents/carers and outside agencies	E	A, I, R
Strong communication skills	E	A, I
Strong interpersonal skills	E	A, I, R
Be prepared to undergo Continue Professional Development	E	A, I
Able to work as part of a team	E	A
Able to work on own initiative	E	A
To be able to work under pressure and to tight deadlines	E	A, I, R
Able to empathise with pupils	E	A
Able to enthuse pupils to succeed	E	A, I
Strong work ethic	E	A, R
PERSONAL QUALITIES		
Excellent attendance and punctuality	E	A
Tact and a sense of humour	E	A, I
A personal and friendly nature	E	A I R
APPLICATION		
Accurate completion of school application form	E	A
Letter which addresses person specification, evidence in letter and application	E	A
LEGAL ISSUES		
Legally entitled to work in the UK	E	A,I
Enhanced DBS Clearance	E	
Valid UK Driving Licence, access to a vehicle with business insurance	E	A

STAFF BENEFITS



Pension

The Trust offers an excellent pension scheme with the Local Government Pension Scheme and Teachers Pension Scheme, which you can join from your start date.



Trust Inset Days

The Trust offer additional Inset days to give staff non-contract time for additional training, CPD, preparations, department time, leadership time etc.



Wellbeing

The Trust is committed to your wellbeing and offers a range of support services, including an Employee Assistance Programme (EAP), Occupational Health support, and access to wellbeing services through the Schools Advisory Service. We also provide free flu vaccinations and eye care to help you stay well.



Salary

The Trust offer competitive salaries for teaching staff in line with the School Teachers Pay and Conditions Document and for school support staff in line with the National Joint Council.



Learning & Development

The Trust values continuous learning and development to help meet future challenges. We provide tailored support for Early Career Teachers through trained mentors, Teaching School Hubs, and dedicated time for professional growth. Staff also have access to flexible online training via the National College. Career progression is encouraged, with opportunities to move between schools and central teams.



Additional Benefits

Generous holidays for support staff, enhanced contractual sick pay, a cycle to work scheme and discounted gym memberships.



HOW TO APPLY



Key Dates

Advertising date: **17th August 2026**

Closing date: **31st August 2026**

Short listing: **1st September 2026**

Interview date: **Week Commencing 7th September 2026**

To apply for this role, please visit [MyNewTerm](#) or the [School Website](#).

In line with Safer Recruitment guidelines, we will be taking up references in advance of the interviews and taking them into account throughout the interview process.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and adhere to the school's child protection policies and procedures ([link to policies](#)). Enhanced checks through the Disclosure and Barring Service (DBS) will be required for this post.

The post is likely to come under the requirements of the Childcare (Disqualification) 2009 Regulation and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations and is also subject to medical clearance.

More information about the school can be found on the website www.standishchs.org.uk

When completing your application, please ensure that all sections are completed, gaps in employment history are accounted for and details of awarding bodies included. You should refer to the job description and person specification to guide your application. Your supporting statement should be no more than 2000 words. Please note that late applications will not be considered.





CONTACT US



01257 422265



recruitment@standishchs.wigan.sch.uk



www.standishchs.org.uk



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