



WELLSPRING

We Make A Difference

Wellspring Academy Trust - Beacon Academy

Job Description and Person Specification

Post Title:	Senior Education Welfare Officer
Reporting to:	Assistant Principal
Contract type:	Full time, permanent, term-time only + 5 days (39 weeks)
Hours:	37 hours per week
Salary:	SCP 23

1. Purpose of job

We are seeking a dedicated and experienced internal candidate to step into the role of Senior Educational Welfare Officer. This pivotal role involves leading our strategic and day-to-day efforts to maximise student attendance. The successful candidate will champion a high-performing attendance culture rooted in relational practice, while confidently managing statutory legal processes and guiding our frontline attendance team.

2. Duties and responsibilities

- **Operational Management & Leadership:**
Day-to-Day Attendance Operations: Oversee, manage, and optimize the daily operations of the attendance department to ensure robust monitoring and swift intervention.
- **Team Direction & Support:** Provide direct line management, guidance, and support to the attendance team, particularly in coordinating and safety-planning for external home visits.
Data & Reporting: Analyse daily, weekly, and termly attendance data to identify trends, reporting directly to the Senior Leadership Team (SLT) with actionable insights.
- **Culture & Relational Practice:**
Develop a Whole-School Attendance Culture: Continue to cultivate and embed a top-tier attendance culture across the institution that prioritizes early intervention and support.
- **Relational Approach:**
Ensure all attendance initiatives and staff-student/family interactions are grounded in relational practice—building trust, understanding underlying barriers to attendance, and collaborating on solutions.
- **Statutory & Legal Processes:**
Legal Proceedings: Lead and conduct formal legal attendance processes when casework escalates past supportive interventions.
Compliance: Oversee the preparation of legal documentation, local authority referrals, and statutory notices (including penalty notices or prosecution processes) in strict accordance with current education welfare legislation..

Creativity and Innovation

- Required to be highly innovative in methods of engaging children, parents/carers and staff in ensuring satisfactory school attendance
- Design training programmes, workshops and presentations for delivery to pupils, parents and staff, disseminating appropriate information as required

- Devise innovative solutions to challenges aimed at improving school attendance
- Contributes to the development of procedures aimed at enabling the referral and monitoring system to work effectively

Contacts & Relationships

- Pupils, Principal, Staff, Education Welfare Officers, Child Protection Coordinators, SENCO's, Child Care, Parenting Officers, Youth Service, PA Connexions Workers, Children's Fund Workers, Youth Offending Team, Police, Nurses, School Nurses, Health Visitors, Consultants and GPs, Educational Psychologist, Parents/Carers, Pupils, Members of the Public, PRUs, SEN Section, Governing Body Clerks, Parent Partnership, CAFU, out of area Education Welfare Services, Young Carers, Young Parents, Bi-Lingual Support, Race Equality Council, Employers and others

These contacts are on a regular basis and involve complex issues associated with multi agency working. Work is also of a sensitive nature. The post holder must maintain confidentiality and should be able to deal with issues of a sensitive nature with tact and diplomacy.

Decisions

- The postholder will normally work with a high level of autonomy within a strategic framework set by line management
- Makes decisions on the most appropriate interventions required to achieve required outcomes for individual cases
- Exercises discretion as to the appropriate level of remedial action eg., prosecution, referral to Parenting Officer
- Decides when it is appropriate to issue a final warning notice of intention to take legal action.
- Following assessment of information supplied, decides on causes and potential remedies to issues around school attendance
- Decides when child protection issues should be notified to the Child Care Service
- The consequences of these decisions will have far reaching effects on the children and their families

Resources

- Mobile Phone
- Confidential work files and casework

Work Demands: Conflicting demands through meeting deadlines and achieving measurable performance. Alongside responding to requests for support, involvement and guidance from other officers.

Physical Demands: Whilst the office based duties will require normal physical effort, there will be periods when, in the course of their duties, the postholder will be subject to situations which will require some physical effort. Staff are required to undertake restraint training.

Lifting and carrying heavy files from workplace to car.

Working Conditions: Office based and working in people's homes, schools and the community.

Work Context: There is a risk to personal safety when making home visits and carrying out truancy patrols. There is also the potential risk of contracting contagious diseases/viruses through contact with families.

Mobile phones and/or personal alarms are provided to all Education Welfare Service staff and training/awareness has been given on lone working procedures. A policy on reporting at the end of the working day is in place.

Knowledge & Skills

- Good interpersonal skills
- Knowledge of information, relevant degree, diploma or professional qualification or equivalent
- A knowledge of education and welfare services, procedures and legislation
- Sound knowledge of legislation and key issues affecting the work of the Education Welfare Service
- Knowledge of the legal and practice framework relating to children and education
- An awareness of the range of external agencies involved in the support of children
- Knowledge of current Child Protection legislation and procedures
- Negotiating skills
- Counselling and advocacy skills
- Good communication skills
- Technology systems i.e., work/email/internet
- Knowledge of data protection and human rights legislation and guidance
- Ability to plan, prioritise and complete own workload to meet pre-determined target dates.
- Report writing and the presentation of information to targeted audiences

Motivational Leadership

Creating the vision

Promoting a culture of innovation and continuous improvement

Leading and driving change

Leading by example

Forward Planning

Understanding and advocating the needs of the community and the organization

Setting standards and targets

Developing policies and plans

Harnessing the resources

Managing Delivery

Implementing policies and plans

Reviewing and re-allocating resources

Reviewing and managing progress

Managing & Developing Performance

Embedding a performance culture

Being accountable and empowering others

Developing and recognizing performance

Decision making and problem solving

Being accountable for problems and decisions

Taking decisions

Creating solutions to options

Taking risks

Developing Team and Partnership Working

Owning and committing to shared goals

Building teams and partnerships
Understanding and valuing roles and contribution

Communicating Effectively

Providing information, feedback and advice
Influencing and persuading
Seeking information and feedback
Using different skills, styles and approaches

General

- Job Evaluation – This job description has been set out in such a way as to allow for job evaluation using the GLEA Scheme as adopted by North East Lincolnshire Council.
- Other Duties – The duties and responsibilities in this job description are not restrictive and the postholder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.
- Equal Opportunities – The postholder must carry out his/her duties with full regard to the Council's Equal Opportunities Policy.
- Health & Safety – The postholder must carry out his/her duties with full regard to the Department's Health & Safety procedures.

Wellspring Academy Trust

Person Specification – Senior Educational Welfare Officer

		Essential / Desirable	How Identified
Section	Information		
Education and Training			
	An understanding of legislation relating to academy attendance; ability to keep up to date with new legislation and guidance and advise others, where appropriate	E	A
	A knowledge and understanding of the education system and local education authorities	E	A
	Educated to GCSE level or above	E	A
	Good oral, written communication and IT skills	E	A
	Has a willingness to study for further appropriate professional qualification if necessary	D	A
Experience			
	Experience of working in a related area of work	E	A/I
	Has other experience of working in academies/ education system	D	A/I
	Experience of providing first point of contact services	E	A/I
	A proven track record of innovation coupled with a desire to further improve outcomes for young people and their families	D	A/I
Skills and Abilities			
	Accurate keyboard skills and excellent working knowledge of Microsoft Office applications	E	A/I/T
	Able to communicate effectively and accurately, verbally, in writing, on the telephone and face to face	E	A/I/T
	Excellent interpersonal skills	E	A/I/T
	Ability to maintain confidentiality	E	A/I/T
	Ability to prioritise workloads and manage time effectively	E	A/I/T
	Ability to relate and deal effectively with clients and colleagues at all levels	E	A/I/T
	Demonstrable initiative in negotiating and problem solving skills	E	A/I/T
	Ability to assimilate, analyse and action information including data from a variety of sources	E	A/I/T
	Ability to work with challenging families and be assertive but understanding, as appropriate	E	A/I/T



	Excellent organisation and administrative skills with the ability to work effectively to deadlines and meet targets	E	A/I/T
	Ability to work as an effective team member	E	A/I/T
	Ability to follow instructions and comply with appropriate policies and procedures	E	A/I/T
	An ability to innovate and improve practices / policies / procedures	E	A/I/T
	Ability to operate in a challenging environment	E	A/I/T
	Proven track record of effective time / personnel management	E	A/I/T
	Flexible and adaptable, even under challenging situations	E	A/I/T
	Ability to welcome, engage with and positively support all stakeholders	E	A/I/T
	Able to contribute to the whole academy context (including INSET)	E	A/I/T
Additional Requirements			
	Operate with the highest standards of personal/professional conduct and integrity	E	A/I
	Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	A/I
	Willing to undertake training and continuous professional development in connection with the post.	E	A/I
	Work in accordance with the Trust's values and behaviours.	E	A/I
	Able to undertake any travel in connection with the post.	E	A/I
	Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude	E	A/I
	Satisfactory Enhanced DBS disclosure to work in an environment dealing with young people	E	A/I
	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	E	A/I
	A commitment to safeguarding and promoting welfare for all	E	A/I

This job description may be amended at any time in consultation with the postholder.