



## **Job Description**

**Post Title:** Office Attendance Administrator  
**Pay Range/Grade:** Band 5, SCP4 – SCP6  
**Line Manager:** Office Manager / Attendance Officer

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### **Purpose of the Role:**

To provide high quality, professional, flexible and efficient attendance, clerical and administrative support to the school.

The post holder will have primary responsibility for daily pupil attendance monitoring, including first-day calling, maintaining accurate attendance records, producing attendance reports, and supporting statutory attendance processes.

The role also includes general office administration, reception duties, and other tasks appropriate within a school office environment.

Working closely with the Attendance Officer, the post holder will be responsible for attendance data entry, registers completed accurately and any other paperwork associated with working in a school office environment.

Responsible to the Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff.

### **Generic Introduction:**

The following information is furnished to assist staff joining the School to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. Our School is an Equal Opportunities employer and requires its employees to comply with the Exceed Academies Trust Equality Statement and Objectives.
4. We are committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a condition covered under the Equality Act 2010.

Together we Exceed

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## **Fluency Duty**

In line with the Immigration Act 2016; the Government has created a duty to ensure that all staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Expected Threshold Level.

## **Supervision and Guidance:**

To work under the instruction and guidance of the Attendance Officer and senior staff.

## **Key Responsibilities: General Duties**

### **Daily Attendance Monitoring**

- Check completion of morning and afternoon registers and follow up missing marks.
- Carry out first-day calling or emailing parents/carers for unexplained absences.
- Record absence reasons, late codes, and attendance notes accurately on Arbor.
- Greet late pupils and update attendance records.
- Monitor punctuality and identify recurring late patterns.

### **Communication & Liaison**

- Respond to parent/carer queries relating to attendance or registration.
- Escalate attendance concerns to the Attendance Lead, Community Involvement worker, or DSL.
- Liaise with teaching staff about missing marks or attendance discrepancies.
- Communicate with external agencies (e.g. Education Welfare) when required.

### **Administrative Support**

- Maintain manual and electronic attendance files, logs, and documentation.
- Prepare attendance letters, reports, and correspondence for parents/carers.
- Assist with the preparation of statutory attendance processes with support from the Attendance Officer
- Keep attendance data organised, secure, and up to date.

### **Data & Reporting**

- Generate daily, weekly, and termly attendance and punctuality reports.
- Update attendance dashboards or statistical summaries
- Highlight persistent absence cases and produce evidence for intervention meetings and update Attendance Officer

### **Reception & Office Support**

- Assist with routine office tasks including filing, photocopying, scanning, and distributing mail.
- Answer telephone and in-person queries courteously and professionally.



- Support the smooth running of the office during busy periods.

### **Safeguarding & Compliance**

- Follow safeguarding procedures when handling unexplained absence or welfare concerns.
- Record and report safeguarding-related attendance issues promptly.
- Ensure all attendance processes comply with DfE guidance and school policy.

### **General School Support**

- Assist with arrangements for school events, visitors, and meetings.
- Provide administrative support to colleagues as directed by the Office Manager.
- Maintain confidentiality and professionalism in all aspects of the role.

### **Support for the School:**

- Support the school in promoting excellent attendance and punctuality across all year groups by ensuring parents, pupils and staff receive timely and accurate attendance information.
- Contribute to whole-school attendance improvement initiatives
- Work collaboratively with teaching staff, pastoral teams and the Attendance Lead to ensure accurate completion of registers and follow-up of missing marks.
- Assist with communication to parents/carers
- Support the safeguarding of pupils by ensuring all unexplained absences are investigated promptly and escalated to the DSL or senior staff when necessary.
- Help maintain a positive school culture by modelling professionalism, promoting high attendance routines, and contributing to assemblies, campaigns or events focused on attendance.
- Assist with the organisation and administration of attendance-related rewards, interventions and improvement programmes.

### **Working in Partnerships with Parents/carers and external agencies:**

- Internal contact with staff at all levels across the school and Trust, Parents/Carers, Governors, Community Groups, Social Services, Police, Local Education Authority, Contractors and External Agencies.

### **Maintaining Professional Competencies:**

- To maintain a high level of professional competency in all aspects of attendance administration, ensuring that practice remains in line with current DfE attendance guidance, statutory requirements and school policies.
- To participate in regular training related to attendance systems, safeguarding, data protection, and the school's management information system (MIS).
- To seek opportunities for ongoing professional development, including courses, workshops and self-directed study relevant to attendance, punctuality, data handling and pastoral support.



- To use feedback from senior leaders, attendance leads and external agencies to improve personal practice and contribute to developing whole-school attendance strategies.
- To operate within legal, ethical and professional boundaries when managing attendance data and communicating with families.
- To reflect on working practices regularly and adapt approaches to ensure continuous improvement in the school's attendance processes.

### **Safeguarding and Compliance:**

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Safeguarding the welfare of pupils and reporting any concerns to the Deputy Headteachers and/or Headteacher.
- To be aware of the school's duty of care in relation to staff, students and visitors and to comply with the health and safety policy at all times.
- Promote the safeguarding of all pupils in the school.

### **Management of Resources:**

- To maintain the confidential nature of information relating to the school, its pupils, parents and carers.
- The provision, use and storage of equipment and materials used by pupils with whom the post holder is working. General responsibility for the care of all equipment and materials within the classroom/designated area of the school.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

## **Person Specification**

| Area of specification  | Essential/<br>Desirable | Method of<br>Assessment         |
|--|-------------------------|---------------------------------|
| <b>QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>• Minimum of GCSE English and Mathematics at grade C or above (or equivalent).</li> <li>• NVQ3 (or equivalent) in a relevant discipline.</li> <li>• Further professional qualifications relevant to the role.</li> </ul>  | E<br>E<br>D             | Application<br>and<br>interview |
| <b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Experience using Microsoft Office.</li> <li>• Experience of working in an office environment.</li> <li>• Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level.</li> <li>• Experience of working in an office environment within a school.</li> </ul> | E<br>D<br>D<br>D        | Application<br>and<br>interview |
| <b>KNOWLEDGE/SKILLS/ABILITIES (Core competencies)</b> <ul style="list-style-type: none"> <li>• Knowledge/experience of general office work.</li> <li>• Good literacy and numeracy skills.</li> <li>• Good communication skills including telephone/reception skills.</li> </ul>  | E<br>E<br>E             | Application<br>and<br>interview |

|   |                       |                           |
|---|-----------------------|---------------------------|
| <ul style="list-style-type: none"> <li>• Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc.</li> <li>• Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.).</li> <li>• Knowledge of relevant policies, procedures and codes of practice for attendance</li> <li>• Have a neat and organised approach to work.</li> <li>• Be willing, courteous and able to work both using your own initiative and in a team.</li> <li>• In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level.</li> </ul> | E<br>E<br>D<br>E<br>E |                           |
| <p><b>PERSONAL QUALITIES</b></p> <ul style="list-style-type: none"> <li>• Be committed to raising standards for attendance</li> <li>• Be someone who can create an atmosphere in which children can thrive and succeed</li> <li>• Have excellent interpersonal skills</li> <li>• Effective communication and organisation skills</li> <li>• Ability to manage workloads and work calmly under pressure</li> </ul>   | E<br>E<br>E<br>E<br>E | Application and interview |

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

The post holder must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010.

In addition, the post holder must have the ability to cope with requirements of the post, which may include working with pupils who have emotional and behavioural difficulties or physical difficulties. For posts working with pupils who have physical difficulties, it may be an unavoidable core component of the job for the post holder to be capable of lifting and carrying. However, suitable training will be provided, should this be the case.



