



Active
Learning
Trust

Candidate Pack
Attendance and Welfare Officer
May 2026



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Dear applicant



Thank you for your interest in joining the Active Learning Trust. I know that choosing where to build your career is a big decision, and before I share the details of the role, I want to tell you why this is such a special place to work.

At ALT, we do things differently. We are a values-led organisation that believes our people are our greatest strength. We invest deeply in the adults who work with us, because when we help our colleagues grow, our pupils thrive. Ours is a community built on trust, care and ambition – where every member of staff is encouraged to discover their strengths, take opportunities, and know that their work is shaping brighter futures for the children in our care.

We don't see education as just a system; we see it as a moral mission. Every day, our staff bring energy, compassion and commitment to their roles, united by the belief that every child deserves the very best. We stand alongside you with high expectations, professional development, and unwavering support so that together we can achieve extraordinary things.

If you share our values and our passion for making a difference, we would be delighted to hear from you. I look forward to the possibility of welcoming you into our Trust – a place where people matter, potential is nurtured, and purpose drives everything we do.

With warm regards,



Lynsey Holzer
Chief Executive Officer

Active Learning Trust

Overview

Our multi-academy Trust was originally established in 2012 and is currently made up of 1,600 staff across 21 schools in East Anglia, serving over 8,600 young people and their families. Our shared Trust mission of delivering excellence to ensure our young people can thrive and prosper is at the heart of everything we do.

Our trustees fulfil their duties through our Trust Leadership Team, which includes our central team and school leadership teams, working together as one unified organisation with joint accountability. We have an established central team that is not only knowledgeable but also driven by an imperative to deliver the very best for the young people in our care.

At Active Learning Trust, we are restless for excellence and improvement so that our children can thrive and prosper. Deeply rooted in the heart of our communities, people choose to join our trust because we make a difference. We explore the art of the possible to find the right solutions for our children, our people and the wider education sector.

Our Team

Our team is made up of experts across all specialist areas, including education, finance, HR, communications and marketing, estates, governance, procurement, data and IT. Their skills allow us to deliver shared savings and, more importantly, provide essential services to schools, enabling school-based leadership to focus on improving outcomes for pupils in the broadest sense.

- We know our schools exceptionally well and we offer both honest reflection and evaluation of our strengths and areas for improvement.
- We have clear and appropriate plans for continuing to improve the quality of education and pupil achievement.
- We encourage and celebrate the individual characteristics of each of our schools and provide them with a good balance of autonomy central oversight and accountability.

Our People-First Philosophy

At Active Learning Trust, we invest in you from day one. We love working with specialists that are united by their skills and passion for shaping the future of education. We provide tailored coaching, leadership training and clear progression pathways that turn roles into fulfilling, lifelong careers. Guided by our values of open dialogue, bold thinking and supportive teamwork, we put your growth and well-being at the heart of everything we do - so you can focus on making a real difference in our schools and beyond.

Our Values

At the heart of our Trust are five core values that shape our culture and guide every aspect of our work. They influence our interactions, decisions and strategic direction, and they unite our school communities.



I aspire, we achieve



We're curious, creative and bold



A family, not a house share



Comfortable being candid



Humour, humility, humanity



“

ALT creates environments where professionals can be bold and courageous in their practice, bringing about excellent outcomes for both students and staff. Our students receive the best standard of education from practitioners who are motivated to give their best as they are supported by a Trust that treats all with humanity, humility and humour!

More personally, I'm grateful for the CPD and career opportunities presented to me, that have allowed me to grow from an NQT into a Headteacher in 8 years.

Louise Creed
Headteacher, The Albert Pye
and Ravensmere Schools Federation

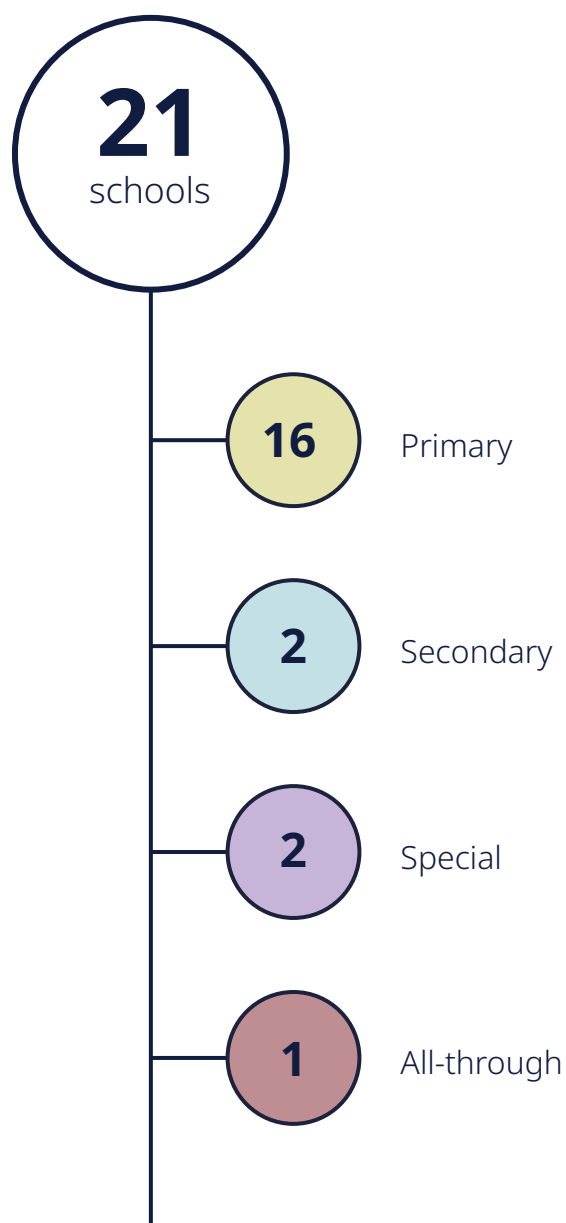
Our Schools

Active Learning Trust encompasses 21 schools across East Anglia – eight in Cambridgeshire, 12 in Suffolk and two in Norfolk.

Our schools fall naturally into three designated geographical sub-regions – Ipswich, Norfolk & North Suffolk, and mid Cambridgeshire. This allows the Trust to apply 'hub' level school-to-school support and collaborative working along with other mutually supportive arrangements. The synergy this creates has become a key way of working for our teams and continues to develop further over time.

For more information on our schools, please visit our website.

[View our schools](#)



Job Vacancy

Attendance and Welfare Officer

Supporting attendance, strengthening futures

We are looking for an Attendance & Welfare Officer to play a vital role at Cromwell Community College, helping to ensure pupils are present, engaged and ready to learn. Working closely with families, staff and external partners, this role combines sharp attention to data with a human approach to early intervention, tackling attendance concerns with care, challenge and consistency. From monitoring patterns and leading first-day response to supporting targeted plans for individuals, this is work that directly impacts outcomes and wellbeing. We are seeking someone organised, empathetic and proactive, who values collaboration and understands the importance of strong relationships in supporting young people to thrive.

Summary of Key Responsibilities

- Monitor daily attendance, punctuality and register accuracy, identifying patterns and responding in line with safeguarding procedures
- Maintain records of persistent and unauthorised absence, issuing communications and producing reports for leaders
- Lead first-day absence contact and follow up with families through calls, meetings or home visits
- Work with pupils, families and staff to implement and review targeted attendance plans and interventions
- Liaise with external agencies and the local authority, providing information and supporting formal processes where required

Why Join Our Trust?

- Belong to a compassionate and inclusive trust that values you and the role you play.
- Join an experienced group of people that are fully dedicated to delivering the best for our children.
- Gain access to our VivUp employee benefit system, Cycle to Work scheme and local government pension scheme.

Contact

If you would like an informal discussion about the role, or for more info, please contact Vicki Walpole, Human Resources and Recruitment Officer, at: vwalpole@cromwell.cambs.sch.uk



**Cromwell
Community
College**

Location

Chatteris, Cambridgeshire

Contract

Part time, Permanent

Working Pattern

20 hours per week,
Mon - Fri 8:30 - 12:30
(Term time + 2 training days)

Salary

ALT Grade E
£27,060 - £28,154 FTE

start Date

To be confirmed

Job description

Attendance Officer (Attendance Level 1)

Salary: ALT Grade E
Academy Site: Cromwell Community College
Reporting to: Attendance and Welfare Manager

Main purpose

To engage with learners, parents/carers and families to provide early intervention, support and guidance to improve attendance.

Duties and responsibilities

Attendance Administration

- To monitor the completion of registers on the academy's MIS, ensuring that they are accurate
- To monitor attendance daily, including identifying patterns and following safeguarding procedures as necessary
- To maintain and monitor the record of persistent absence (PA)
- To monitor unauthorised absence levels and respond to any unauthorised absences with communication to parents and/or the learner
- To monitor punctuality and promote the importance of punctuality with learners, parents/carers and families
- To issue stage-related attendance communications
- To produce regular attendance reports for the senior leadership team (including comparisons to national data)
- To attend meetings with external agencies, as required (such as attendance planning, Educational Supervisor Order, Team around the Child, Child in Need or Child Protection)
- To provide the required information to the local authority in relation to fixed penalty notices, including preparing statements for court if required

Learner / Family Support

- To work with individual learners and parents, carers and families to improve learners' attendance
- To undertake first day of absence contact with parents/carers. To follow up lack of response to first day contact and other contacts by home visits or meeting parent/carers in school

- To manage the collation of attendance/reward certificates, and other initiatives used by the academy
- To work with a range of academy staff to help plan strategies and deliver interventions to address individual learner attendance issues
- To implement action plans with parents/carers and monitor and report on progress and achievements, if required
- To sign-post families to sources of information and guidance where appropriate

Resources

- To prepare/make available resources for parents/carers and families, as required

Systems, Policies and Procedures

- To adhere to policies, procedures and systems and undertake necessary administration in this regard

Team Involvement

- To provide support, advice and guidance to other staff in relation to own area of expertise, as required
- To demonstrate own duties to and support new or less experienced staff, as required

Building Professional Relationships

- To communicate with parents, carers and families to exchange/sign-post information and provide support/challenge including home visits
- To work with a range of external agencies in relation to attendance
- To liaise with other staff regarding attendance

Record Keeping and Information Management

- To analyse and monitor relevant data to identify trends and issues and to ensure a proactive response
- To maintain accurate records of casework and interventions with learners and families

Generic responsibilities of all Active Learning Trust employees

- To consistently uphold the Trust's Aims, Visions and Values.
- To work in a co-operative and polite manner with all stakeholders and visitors to promote and enhance the reputation of the academies and Trust.
- To work with children and young people within the framework of the academy in a courteous, positive, caring, and responsive manner.
- To take an active and positive role in the Trust's commitment to the development of staff and review procedures, undertaking training as required.
- To act in a professional way that is consistent with the values and expectations of the Trust.
- To be responsible for promoting and safeguarding the welfare of children and young persons.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance (via the Disclosure and Barring Service) in line with the need to create and maintain a safe culture.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks expected to be carried out. It will be reviewed annually in

conjunction with the appraisal process and planning for the next academic year. It will be reviewed, and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Reports to Manager.

Person Specification

Attendance Officer (Attendance Level 1)

E = Essential / D = Desirable

Qualifications & Training		
Working at or towards national occupational standards (NOS) for supporting teaching and learning and knowledge / skills equivalent to current learning, development and support services (LDSS) for children, young people and those who care for them national qualifications level 3 or equivalent	E	
Experience		
Previous experience working in a support role with children and young people		D
Previous experience working in a school setting		D

Skills and Knowledge		
Ability to analyse and interpret complex information or situations and to solve difficult problems or develop solutions such as develop strategies to improve attendance, analyse attendance data and identify actions / outcomes	E	
Ability to refer to line manager for serious problems	E	
Strong IT skills	E	
Knowledge of and compliance with policies and procedures relevant to health and safety and child protection	E	
Communication skills to communicate with parents/ carers and external agencies and to provide support and advice to learners	E	

Personal Qualities		
Embodies of the Active Learning Trust's values: <ul style="list-style-type: none"> - I aspire, we achieve - We're curious, creative and bold - A family, not a house share - Comfortable being candid - Humour, humility, humanity 	E	
Commitment to uphold the seven principles of public life (the Nolan principles) at all times	E	
Commitment to maintaining confidentiality at all times	E	
Demonstrates empathy and sensitivity, when working with learners and their families	E	
Ability to work in an office environment and also make home visits and attend external meetings	E	
Able to work with regular exposure to people related behaviour e.g. aggression from parents	E	
Requires normal physical effort with a mixture of sitting, walking and carrying minor loads	E	
Equal Opportunities		
Commitment to inclusion, equality and diversity	E	
Safeguarding		
Commitment to safeguarding and promoting the welfare of children and young people.	E	

Application Process

How to Apply

You can browse and apply for all Active Learning Trust vacancies by clicking the link below to access our recruitment platform. Once you have found the corresponding vacancy, click on the 'Apply Now' button to begin your application. You can save your application and return to it at any time. Please ensure you have completed and submitted your application before the deadline shown on the job advert.

[View current vacancies](#)

Hints and Tips

To increase the chance of your application being considered for the role, please follow these steps:

- Use the Person Specification document to write your application. Consider using the headings and give examples where possible.
- Check for punctuation and grammar errors.
- Ensure your first referee is from your current or most recent employer. If you are employed within a school or academy, ensure you list your Headteacher as your first referee.
- All gaps in employment history must be explained. This should start from the date you left full-time education, including the summer holiday.



Useful Information

As an equal opportunities employer, we welcome applications irrespective of race, gender, religion, disability, sexual orientation and/or age. We value the individuality and creativity that every worker potentially brings to the workforce.

No CVs are accepted in line with requirements of Keeping Children Safe in Education, therefore all applications are required to be completed using the MyNewTerm platform.

The Active Learning Trust reserves the right to interview and appoint prior to the advert closing date. With this in mind, we encourage you to apply as soon as possible.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject to pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance in line with the need to create and maintain a safe culture. Please be advised that references may be requested prior to interview for roles within our academies, where permission has been given to do so via MyNewTerm.

Candidates are advised that, if shortlisted for interview, they will be subject to an online search of information in the public domain.

This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations.



www.activelearningtrust.org