

Hertford Heath Primary School
Attendance & Administration Officer

Main Purpose

To manage, monitor, and maintain accurate student attendance records, while providing high-quality administrative support to ensure the smooth day-to-day operation of the school. The postholder acts as the primary point of contact for attendance queries and works closely with pastoral teams to promote excellent student attendance and engagement.

Key Responsibilities

1. Attendance & Punctuality Management

- Maintain the school's electronic attendance register, ensuring accuracy and compliance with legal requirements.
- Identify and flag concerning attendance patterns or persistent absence to the pastoral team and senior leadership.
- Coordinate with external agencies regarding long-term or persistent absences, along with managing parental fines paperwork.

2. General Administration & Reception Support

- Provide a warm, professional welcome to visitors, parents, and contractors at the school reception.
- Handle incoming telephone calls and emails, routing them to the appropriate department or taking accurate messages.
- Maintain organized filing systems, both digital and physical, ensuring data compliance.

3. Data Entry & Reporting

- Input and update student details on the school management information system, Arbor.
- Produce regular attendance reports for headteachers, governors, and external regulatory bodies.
- Assist with statutory returns, such as the annual School Census.

4. Safeguarding & Welfare

- Adhere strictly to the school's child protection and safeguarding policies, reporting any concerns immediately to the Designated Safeguarding Lead (DSL).

- Act as a point of contact for students who feel unwell, administering basic first aid (training provided) and contacting parents if necessary.

Person Specification

Criteria	Essential (Required)	Desirable (Bonus)
Experience	• Working in a fast-paced office environment. • Supporting parent in a school setting, on a daily basis • Handling pupil attendance processes	• Dealing with school finances
Skills & IT	• Excellent verbal and written communication. • Strong numeracy and literacy skills. • Proficiency in Microsoft Office (Word, Excel, Outlook). • Experience of school online systems	• Valid First Aid at Work certificate.
Attributes	• High level of discretion and confidentiality (GDPR compliance). • Working closely with a team • Calm, empathetic manner when supporting challenging situations. • Exceptional attention to detail.	