



# ATTENDANCE OFFICER

**SALARY: SCALE 3, £29,436 fte (subject to pro rata)**

**1 YEAR FIXED TERM CONTRACT – to be reviewed**

**TERM TIME PLUS 3 WEEKS: 41 WEEKS**

**8AM – 4PM**

## SAFEGUARDING

Harlington School is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. All job offers are provisional until such time as the school has undertaken appropriate safeguarding checks and is satisfied that successful candidates are suitable to work with children and young people.

[WWW.HARLINGTONSCHOOL.CO.UK](http://WWW.HARLINGTONSCHOOL.CO.UK)

TEL: 0208 569 1610 | EMAIL: [ENQUIRIES@HARLINGTONSCHOOL.ORG](mailto:ENQUIRIES@HARLINGTONSCHOOL.ORG)

PINKWELL LANE, HAYES, MIDDLESEX, UB3 1PB



# WELCOME FROM THE HEADTEACHER

Welcome prospective colleague, to quite possibly your next role and a life changing experience for both yourself and our students. Thank you for showing an interest in joining our team and working alongside us here at Harlington School. If successful you will be joining a dynamic, diverse and passionately committed team of highly professional staff. All of our staff place our students at the heart of everything we do.

Our vision is to enable each and every one within our School community to 'Be the BEST version of themselves'. Be it ourselves as staff or our students, we believe in being the best in ourselves so that we can bring positive solutions to make the world a better place. In an ever-changing world we aim to keep moving forward and to be part of the positive solutions...

We look after our staff here, using coaching and joint collaboration model for improving professional practice and pedagogy. Middle and senior leaders work hard to support staff with behaviour management to ensure you have the skills and support to teach without interruption. We see professional development for all associate and teaching staff as the foundations of our success. Whatever post you are applying for, you will be incredibly well supported in your professional development to become an outstanding practitioner. We are highly regarded by ITT providers for the quality of training that we offer to colleagues at the beginning of their careers, and for more experienced colleagues, professional development is a key priority; colleagues are frequently promoted after working with us. Associate staff are equally supported to develop their professional practice, with industry 'gold standard' accreditations, and we have a stable staffing with low annual turnover.

Harlington School has a responsibility for, and is committed to, safeguarding and promoting the welfare of students and young people, and ensuring that they are protected from harm. All positions are subject to an enhanced DBS check and we take pride in being an equal opportunities employer.

Harlington has undergone significant transformational change over the last few years coupled with significant improvement in progress outcomes and examination results. Moving into our new building in November 2023 (phase 1/2), we are a happy, successful and popular oversubscribed school, with waiting lists in every year group. Much of this has been due to the successful inclusive culture fostered over many years by the staff and students at Harlington.

Our teaching and student facing staff aim to deliver quality first teaching approaches that builds both the keys to successful academic outcomes alongside the stability and resilience to thrive as an independent successful contributing adult. Our associate staff work tirelessly to deliver a professional, outstanding quality of practice with the students at the heart of their work, understanding that regardless of role our priority always remains the safety, wellbeing and improving the life chances of our students. It is these common goals and the ability to see challenges as opportunities rather than barriers that enables our collective and unified response, built over many years of dedication to the students of our Harlington School community.

Where we support, coach and promote successfully from within, we are also in the position to recruit transformational staff who can support, build on and enable our continued growth and change. We look for individuals with the capacity and drive to succeed, see solutions rather than problems, and are glass half full individuals with the ability to recognise that regardless of role, our students are paramount and that they have solutions to enable a better tomorrow.

We work hard, but the rewards are immense. We aim to maintain a work life balance so that in protecting each other we enable us to be at our best professionally and committed in the time we are here. We have a supportive culture where staff wellbeing is augmented by our commitment in constant improvement to keep moving forward.

We welcome contact prior to application (email [recruitment@harlingtonschool.org](mailto:recruitment@harlingtonschool.org)) – please contact HR if you would like to see us in action, and we'll do our best. I would like to wish you every success in your future career, and look forward to receiving your application if you choose to apply for this position.

Yours sincerely,

Mr A D'Onofrio  
Headteacher



# THE ROLE

## ATTENDANCE OFFICER

**SALARY:** Scale 3, £29,436 fte – subject to pro rata

**HOURS:** This is a term time only plus 3 weeks appointment. The post holder is employed for 41 weeks per year, which includes five training days. Full details of employment hours are contained in the contract and will be agreed with your line manager. As this is a term time position, holidays occur during the published holiday periods of the school.

### LINE OF RESPONSIBILITY:

The Attendance & Admissions Officer will be reporting to the Assistant Headteacher.

### THE ATTENDANCE OFFICER:

- is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.
- shall uphold the school's policy in respect of child protection and safeguarding matters.
- shall be subject to all relevant statutory and institutional requirements.
- may be required to perform any other reasonable tasks after consultation.

### JOB PURPOSE:

To work in partnership with Senior Staff, Head of Years, Form Tutors, LA and other relevant agencies in maintaining a high level of student attendance reducing absence and unauthorised absence – highlighting trigger points and taking appropriate action.

Support in relation to the admission process applications, fair banding testing, and appeals to the school and to provide a welcoming and efficient point of contact between the public, schools and relevant agencies and the school concerning all aspects of Admissions processes.

Possessing a strong customer focus and providing a high quality and effective administration service primarily, but not exclusively, relating to a range of on-boarding and lifecycle processes and procedures.



## APPLY:

All enquiries and applications via email to: [recruitment@harlingtontschool.org](mailto:recruitment@harlingtontschool.org). External candidates to apply via MyNewTerm. If you require any further information or wish to discuss this role in more detail please contact HR via the recruitment email.

*We are committed to safeguarding and promoting the welfare of children, and to equality of opportunity. Enhanced DBS clearance will be required. No agency enquiries. CVs alone will not be accepted.*

**CLOSING DATE: Sunday 12<sup>th</sup> July 2026, midnight**

**INTERVIEWS: TBC**

**shortlisting and interviews may take place before closing date for suitable candidates.**

If you have not heard from us within two weeks after the closing date, please consider your application as unsuccessful.

# SELECTION AND INTERVIEW PROCESS

## APPOINTMENT PROCEDURE

The appointment procedure will be based on the following activities:

- Shortlisting based upon skills and experience that meet the person specification and job description
- Suitable references and safeguarding checks occurring prior to, during and after the interview process.
- HR interview
- Interview panel
- Task

Please note that we shall be following up references after shortlisting has taken place. Please ensure that you complete all sections of the application form. Gaps in employment history will be explored with you at interview, and we ask that you bring copies of your qualification certification with you – thank you.

## CONDITIONS OF EMPLOYMENT

- The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the contract of employment).
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed and it may be subject to modification at any time after consultation with the post holder.
- May be required to perform any other reasonable tasks after consultation.
- All members of staff are required to participate in the school's appraisal scheme.
- Staff are required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.
- Staff shall uphold the school's policy in respect of child protection and safeguarding matters.
- Staff shall be subject to all relevant statutory and institutional requirements.



# JOB DESCRIPTION

## PURPOSE OF THE ROLE

The Attendance Officer will be a front-line attendance operator who plays a key role in improving whole-school attendance and reducing absence, persistent absence and severe absence.

The post holder will work directly with students, parents, carers, Form Tutors, Progress Leaders, Pastoral Support Leads, Senior Leaders and external agencies to ensure that attendance concerns are identified early, followed up quickly and recorded accurately.

This is an operational role. The successful candidate must be confident making daily contact with families, challenging absence appropriately, maintaining accurate records, identifying patterns in attendance data and ensuring that no student with declining attendance is missed.

## DAILY ATTENDANCE OPERATIONS

The Attendance Officer will:

- Monitor student absence each morning and ensure that unexplained absence is followed up quickly.
- Make first-day absence calls and record all outcomes accurately on the school system.
- Chase missing reasons for absence through phone calls, texts, emails and agreed school systems.
- Ensure attendance codes are accurate, timely and in line with school procedures.
- Monitor registers throughout the day and follow up missing marks with staff where required.
- Identify students who are absent without explanation and escalate concerns promptly where there may be a safeguarding concern.
- Support the school's daily attendance routines, including morning checks, late arrival monitoring and same-day follow-up.
- Maintain clear, accurate and professional attendance records for all contact with families.

## FAMILY CONTACT AND EARLY INTERVENTION

The Attendance Officer will:

- Build professional, respectful and effective relationships with parents and carers.
- Make regular contact with families where attendance is declining.
- Communicate clearly with parents and carers about attendance expectations, school procedures and next steps.
- Support early intervention before attendance becomes a serious concern.
- Use a firm but supportive approach when speaking to families about absence.
- Record barriers to attendance and share relevant information with pastoral staff and senior leaders.
- Support the arrangement of attendance meetings with parents, carers and relevant staff.
- Prepare paperwork and notes for attendance meetings, contracts and follow-up actions.

## ATTENDANCE DATA AND TRACKING

The Attendance Officer will:

- Use school systems to monitor individual, year group and whole-school attendance.
- Identify students who reach key attendance trigger points, including students at risk of persistent absence or severe absence.
- Produce regular attendance reports for Senior Leaders, Progress Leaders, Pastoral Support Leads and Form Tutors.



- Track students below key attendance thresholds and ensure actions are followed up.
- Maintain accurate attendance trackers, intervention logs and contact records.
- Analyse attendance patterns, including repeated absence, broken weeks, punctuality issues and patterns linked to particular days or lessons.
- Provide data summaries for attendance meetings, pastoral meetings and senior leadership review.
- Ensure attendance information is accurate before it is shared with staff, families or external agencies.

## ATTENDANCE INTERVENTIONS AND ESCALATION

The Attendance Officer will:

- Support the school's staged attendance process, including letters, phone calls, meetings and formal attendance actions.
- Prepare and send attendance letters in line with school procedures.
- Support the preparation of Attendance Concern Letters, Attendance Contracts and Notice to Improve paperwork where required.
- Liaise with the Local Authority and other external agencies as directed by the Senior Attendance Lead.
- Support the collation of evidence for formal attendance intervention.
- Follow up agreed actions from attendance meetings and ensure records are updated.
- Escalate cases where families do not engage or where attendance continues to decline.
- Work closely with pastoral staff to ensure attendance interventions are joined up with behaviour, safeguarding, SEND and family support.

## SAFEGUARDING AND VULNERABLE STUDENTS

The Attendance Officer will:

- Treat unexplained absence as a potential safeguarding concern and act promptly.
- Escalate concerns to the Designated Safeguarding Lead or relevant pastoral leader where there are concerns about a student's welfare.
- Monitor attendance for vulnerable groups, including students with safeguarding concerns, SEND, disadvantaged students and those already known to pastoral teams.
- Ensure that attendance concerns are recorded clearly and shared appropriately.
- Maintain confidentiality at all times and handle sensitive information professionally.
- Support the school's safeguarding culture by ensuring that absence is never treated as just an administrative issue.

## WORKING WITH STAFF

The Attendance Officer will:

- Work closely with Form Tutors to ensure daily attendance follow-up is consistent.
- Support Progress Leaders and Pastoral Support Leads with attendance information for their year groups.
- Provide clear attendance updates for pastoral meetings.
- Challenge incomplete registers and missing information professionally.
- Support staff in understanding attendance processes and expectations.
- Communicate clearly with colleagues so that actions are not duplicated or missed.
- Contribute to a whole-school culture where good attendance is everyone's responsibility.



## PUNCTUALITY

The Attendance Officer will:

- Support the monitoring of student lateness to school.
- Track repeated lateness and identify students who require intervention.
- Contact parents and carers regarding punctuality concerns.
- Maintain accurate records of late arrivals and reasons given.
- Support the pastoral team with punctuality reports and follow-up actions.

## ADMINISTRATION AND RECORD KEEPING

The Attendance Officer will:

- Maintain accurate attendance files and records.
- Ensure all attendance communication is recorded on the appropriate school system.
- Prepare letters, reports, spreadsheets and meeting notes linked to attendance.
- Keep attendance documentation organised and accessible.
- Ensure compliance with GDPR, confidentiality and school record-keeping expectations.
- Support the production of attendance reports for senior leaders, governors and external agencies as required.

## GENERAL DUTIES

The Attendance Officer will:

- Attend relevant meetings and training linked to attendance, safeguarding and school systems.
- Contribute to the wider work of the pastoral and administrative teams where appropriate.
- Support school events linked to attendance, transition or parental engagement where reasonably required.
- Undertake any other reasonable duties in line with the level and purpose of the post.

## KEY EXPECTATIONS

The successful candidate will be expected to:

- Be highly organised and able to work at pace, particularly during the morning attendance window.
- Be confident making phone calls to parents and carers.
- Be accurate with data, codes, records and written communication.
- Be calm, professional and resilient when dealing with difficult conversations.
- Understand that attendance is directly linked to safeguarding, achievement and student wellbeing.
- Work proactively rather than waiting to be instructed.
- Follow school systems consistently and escalate concerns quickly.
- Show commitment to Harlington School's ethos, values and ambition for every student to be the best version of themselves.



## ADMISSIONS

- Handle admission enquiries from schools, parents/carers, students and appropriate external agencies on all aspects of the admissions process and status of applications paying due regard to Data Protection Act and the School's Admission Policy
- Manage requests for prospectus, application forms etc.
- To facilitate the progressions of applications including requesting further information from applicants and previous schools (where applicable).
- Produce official correspondence to applicants in relation to admissions to the school within specified guidelines and timeframes
- Maintain the operation of the school's waiting list in accordance with the School's Admission Policy, alerting Assistant Headteacher and Admissions Committee as places become available
- Be responsible for communicating offers of places, checking proof of address/sibling etc. for casual admissions paying due regard to the School's Admission Policy
- Issuing relevant information in relation to new admissions to Head of Years
- Liaise with and provide administrative support to Assistant Headteacher and Admissions Committee and Head of Years in relation to applications to the school
- Arrange induction programme in conjunction with the Assistant Headteacher admissions including liaising and arranging issuing of uniform, locker keys and reading test.
- To undertake and maintain computerised records relating to admissions (applications, offers, declines, waiting lists etc).
- Produce admission statistics for Leadership Team, Admissions Committee and Governing body as and when required.
- Administration of Prospective year 7 admission events
- To be responsible for sending student files to other schools with regards to those off roll and to be the point of contact for other schools with regards to on/off roll.
- To prepare and produce amendments and improvements for all published material relating to Admissions, distributed by the school with the assistance of the Assistant Headteacher.
- Provide administrative support to Head of Years with regards to on/off roll and general admin relating to students.
- Prepare agendas, draft and take minutes of meetings in relation to the post, and follow up issues appropriately
- Inform Data Officer of all new admissions and Leavers.

## YEAR 6 – 7 ADMISSIONS

- Organise the Fair Banding testing process for all Year 6 applicants to the school including liaison with families and external agencies in relation to test dates, ordering and posting of tests.
- Assist with the administration of testing on at least one Saturday in the autumn term each year (a second may be necessary, with negotiation, as a mop up session)
- Liaison with assessment agency and Local Authority in relation to fair banding testing and admissions
- Assist with, and provide administrative support for Prospective Year 7 Open Evenings
- Receive and manage late applications for September admissions into Year 7
- Be responsible for communicating offers of places, checking proof of address/sibling for September admissions into Year 7 and maintain waiting lists in accordance with School Admission Policy.
- Be responsible for collection and input of student data on Management of Information System either through electronic or manual processes.
- Prepare all documentation through word-processing or desktop publishing in relation to Induction Day for Year 6 – 7 transfers.
- Liaison with Head of Year for Year 7, Inclusion Faculty, Primary Schools and LA in relation to Year 6-7 transfers including the setting up and attendance at meetings and appointments



## ADMISSION APPEALS

- To respond, by phone and written correspondence, to appeals and requests for feedback accurately and completely, minimising upward referral
- To liaise with Clerk to Governors, Governing Body, Appeal Clerk and Appeal Panel members regarding all lodged appeals
- To arrange with Clerk to Governors and Appeal Panel members all Appeal Hearings dates, times and venues.
- To produce all documentation in conjunction with the Clerk to Governors in relation to Appeal Hearings.

## REVIEW OF THE JOB DESCRIPTION

This job description is intended to provide guidance on the range of duties associated with the post. It is not intended to provide a full and exclusive definition of the post. It may be subject to modification and amendment from time to time and the post-holder may be required to undertake additional duties as required by the Headteacher. This job description will be reviewed and updated as required, in consultation with the post-holder and the Headteacher.

**Person Responsible: Headteacher.**



## PERSONAL SPECIFICATION

Qualifications and Relevant Experience	Essential	Desirable
Studied to a minimum standard of GCSE grade 5 or equivalent, incl. English and mathematics.	✓	
Excellent communication, numeracy and computer skills	✓	
Experience of computer-based database record systems.	✓	
Minimum of 2 years clerical/administrative experience including contact with a range of customers/clients.	✓	
Relevant administration qualification (NVQ L3 and or ECDL)	✓	

Knowledge and Skills	Essential	Desirable
Ability to act on own initiative with minimal supervision to meet deadlines set or negotiated.	✓	
Ability to demonstrate tact, confidentiality, commitment and flexibility.	✓	
Ability, flexibility and willingness to work as part of a team with a number of professional and administrative staff.	✓	
Ability to work effectively with students and their parents/carers in a way which empowers them to understand legalities relating to attendance	✓	
Willingness and ability to manage own time and take full responsibility for work produced.	✓	
Ability to keep accurate and relevant records	✓	
Ability to work under pressure.	✓	
Willingness to accept training and develop new skills in key areas of the job.	✓	
Awareness of current developments in education.		✓

Personal and Interpersonal Qualities	Essential	Desirable
Ability to show initiative and to prioritise one's own work and that of others even when under pressure	✓	
Able to work flexibly to meet deadlines and respond to unplanned situations.	✓	
Efficient and meticulous in organisation.	✓	
Desire to enhance and develop skills/knowledge through CPD.	✓	
Ability to reach and bend, and to carry out some lifting/moving of equipment.	✓	
Commitment to the highest standards of child protection and safeguarding.	✓	
Commitment to the school's ethos, aims and its whole community.	✓	
Ability to communicate effectively at all levels, verbally and in writing.	✓	
Ability to relate well to children and adults – approachable and flexible	✓	
Excellent telephone manner and ability to deal with enquiries as required with minimal supervision.	✓	
Methodical approach to work and the ability to prioritise.	✓	
Able to work constructively as part of a team, understanding school roles and responsibilities and own position within these.	✓	
Able to attend occasional parent's evening as and when required	✓	
Ability to show initiative and to prioritise one's own work and that of others even when under pressure	✓	
Able to work flexibly to meet deadlines and respond to unplanned situations.	✓	



# SCHOOL BACKGROUND INFORMATION

Harlington School is a large school in the southernmost part of the London Borough of Hillingdon. After a period of very high student mobility, the school is now successful and oversubscribed.

We are a Foundation, mixed ability comprehensive school, with a small Specialist Resource Provision for children with Physical and Sensory Disabilities. Our staff and students are passionate, friendly and diverse, hailing from across the globe. More than 60 languages are spoken at the school, and we are renowned for our inclusive, supportive culture. Our admissions policy includes priority placement for the children of staff. Currently we employ approximately 162 staff, including teachers, associate staff and apprentices. We also host up to 20 Beginner Teachers every year, from a number of ITT providers including the Hillingdon SCITT, a number of universities and we also train colleagues from Teach First.

The school has a number of links with other schools, and external accreditations. We are an IQM Flagship School, an ArtsMark Gold School and are pleased to be in receipt of the Schools' Wellbeing Award. In September 2018 we were featured in the Parliamentary Review: <https://www.theparliamentaryreview.co.uk/organisations/harlington-school>

In our most recent OfSTED Section 8 inspection in October 2024, the school was judged as continuing to be Good.

<https://reports.ofsted.gov.uk/provider/23/102451>

## NEW TO THE TEACHING PROFESSION?

Your training and development needs are fully supported in your ECT years and beyond. We have a full time professional tutor in addition to your faculty mentor, to guide and support you and there is a weekly ECT training programme in addition to other professional development programmes. Loadings are reduced, and we give you a classroom that is located near to more experienced staff in the faculty. Wherever possible we look at not only the number of periods you teach but also the number of classes that you are responsible for, in your first year.

We actively promote collaborative and reflective practice, and support colleagues who are new to the profession in developing positive relationships and effective behaviour management strategies, as well as developing effective techniques to reduce workload. We know that the first couple of years in the profession are hard work as you develop your craft, and we encourage you to share in your successes, but also not be afraid to ask for help if you need it.

We offer the opportunity of paid employment for the last three weeks of the summer term prior to September contracts commencement.

## TEACHING STAFF: LEARNING, ASSESSMENT AND PROFESSIONAL DEVELOPMENT

Teaching is good at Harlington as a result of a whole school commitment to continual discussion and improvement of the teaching craft. We have reduced teacher loadings for many teachers to create a weekly Joint Planning Time for subject areas during the school day, and we have used our training day provision to create regular Teacher Development meeting slots after school. We have a Teaching Team comprising of Lead Practitioners and a Professional Tutor who are highly regarded for their support and CPD programmes for all staff. Staff who are relatively new to the profession are given time, energy and care to support their training. We very rarely ask teachers to teach outside of their specialism, and we are investing heavily in developing a trust based, coaching model. As a result, teaching quality has further strengthened since OfSTED judged it to be good in 2015, reconfirmed in 2018 and in recently in 2024. We are highly regarded by Teach First and a number of universities, who place large numbers of Beginner Teachers on placement with us. Staff are encouraged and supported to gain additional qualifications, and we currently have staff undertaking National Professional teaching accreditations, as well as Lead Practitioner and Masters' Degrees. There are 'step up' programmes for emerging middle and senior leaders, and coaching opportunities for the Middle and Senior Leadership Team. Preparation for Headship is established, with 4 colleagues either undergoing or have completed NPQH, the 'Head for a Day' Programme.

We are developing our virtual learning platform, migrating to Microsoft Teams this year for student communications, remote learning and pedagogy to provide a wider range of curriculum resources to students.



We are actively moving away from 'marking' to 'feedback', and developing best practice in moderating students' work when evaluating progress.

## ASSOCIATE STAFF: ETHOS, VALUES AND PROFESSIONAL DEVELOPMENT

Associate staff are expected to be committed to supporting and educating young people, whether or not their job involves working directly with the students. Everything that we do is to provide a high quality educational experience for our students. Associate staff are encouraged to develop their own professional development and have equal access to the staff development budget. We have a great track record in supporting staff into teacher training from a learning support assistant background. Industry accreditations such as CLEAPPS and HAS training is also encouraged and supported.

## HOW TO FIND US

Harlington School is situated at the southern end of the London Borough of Hillingdon, near the M4 and Heathrow Airport. We have good access to London to our east by road, rail and underground. There is also easy access to the countryside of Berkshire, Buckinghamshire and Hertfordshire via the M4 and M25.

### BY BUS

U4 Uxbridge – Prologis Park via Hayes & Harlington Station.

### BY RAIL

Hayes & Harlington Station from Paddington, Ealing, Reading and Slough.

### BY CAR

Exit M4 Junction 4, following signs towards Hayes.

If you wish to use your Sat Nav to find us, use postcode UB3 1PB. Please park in the car park accessed from Dudley Place.

