

CANDIDATE INFORMATION PACK



CITY OF LONDON
ACADEMY
HIGHGATE HILL

Attendance and Pastoral Support Officer

EMBRACING TRADITION • PURSUING EXCELLENCE • LEADING CHANGE

CEO WELCOME

Dear Applicant,

I am delighted that you have chosen to apply for a post with the City of London Academies Trust.



COLAT is driven by the ambition to deliver exceptional educational outcomes for the young people we serve, combining the heritage and traditions of the City of London Corporation with a creative and effective approach to teaching and learning.

Our expectations are high for both our students and our staff and as such we work to three core values: integrity, professionalism and care. We demonstrate real care by insisting on the highest expectations of behaviour in every phase and setting. Our curriculum is regularly reviewed and updated to ensure that every young person is afforded the knowledge and skills they need to be successful. We promote and support excellent classroom pedagogy as well as ensuring we have common approaches to assessment and intervention. This is how we care for our young people and ensure that they achieve the highest possible outcomes and are able to counter the many aspects of disadvantage they, their families and our wider communities experience.

Our 'Foundations of Excellence', which run through all Trust schools, have been the framework for our sector-leading success so far. These core principles led to the City of London and COLAT previously being recognised as the best performing academy chain for progress and attainment of disadvantaged children ('Chain Effects', The Sutton Trust). This fuels our determination to continue to develop the work we do, while remaining focused on the ambitions for our schools and making a significant difference to children's lives.

In striving for excellence in all aspects of our work, we are acutely aware that this will only be achieved through hard-working and motivated staff. Our care for staff means that we invest in our people, allowing them to grow and achieve their career goals within the Trust or beyond. We are committed to providing first-rate training and development opportunities to all our staff, in addition to excellent career advancement opportunities within our growing Trust.

In the classroom, and around school, we expect the kind of exemplary behaviour that allows our staff to generate exceptional learning outcomes for our children. Being sponsored by the City of London Corporation also means our staff benefit by having access to a huge range of resources, events and exciting learning opportunities that other Trusts are simply not able to offer.

We are always looking for like-minded individuals to join us on our journey. Making the choice to work for COLAT means making the choice to be part of an evolving, ambitious and supportive Trust where you are valued, encouraged and can develop your specific talents, whatever they may be. We look forward to receiving your application.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'M. Emmerson', written over a light blue horizontal line.

Mark Emmerson
Chief Executive Officer

WHO WE ARE

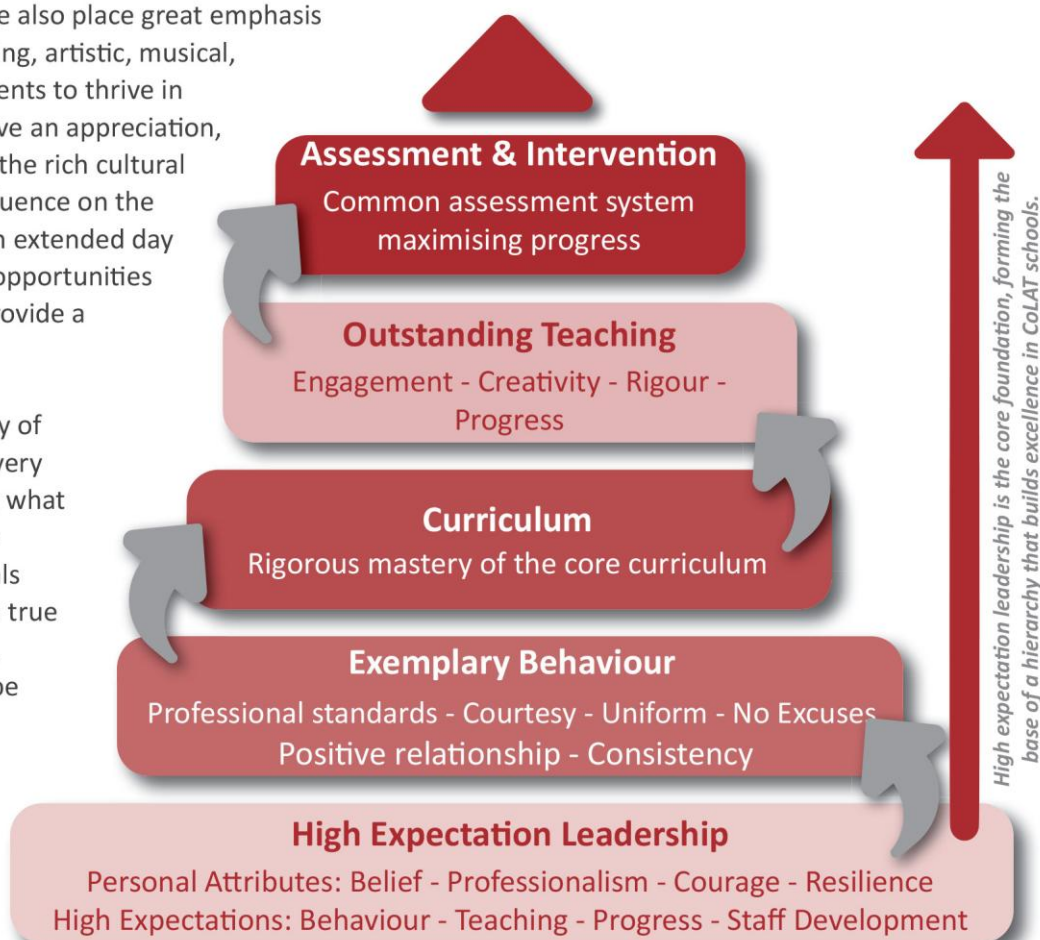
City of London Academies Trust operates schools in areas of significant disadvantage and believes strongly in the transformational nature of education.

We are unashamedly academic and unapologetically results driven because we recognise that strong SATs, GCSE and A level outcomes lead to increased life opportunities for our students. All our schools adopt a warm/strict approach, with every one of our School Leaders adhering to and aligning with our COLAT behaviour systems. Our simple, clear, and consistent routines, rituals and norms embed strong habits delivering exceptional student behaviour. In our schools, our teachers can teach, and students can learn, uninterrupted. We take great pride in curating an exceptionally positive learning environment and we obsessively guard against anything which may compromise our strong ethos and culture.

Our curriculum is knowledge rich. We believe in teaching 'powerful knowledge,' and educating our students on the 'best that's been thought and said' is crucial to giving them the best possible chance of success in life. More broadly, we find opportunities to elevate the curriculum to ensure our most able students can compete with their more privileged peers. Our curriculum is coherently and intelligently sequenced, with our Subject Improvement Leads working closely with Heads of Department to drive gains in learning and develop subject specific pedagogy. We are working on creating a standard curriculum in most of our subjects; this will help reduce teacher workload by taking away the production of high-quality resources and assessments, freeing up our expert teachers to grapple with the delivery of the content and focus on the learning.

Our teaching approach is influenced by the works of educationalists such as Doug Lemov. We are confident we know what works for schools in our specific context, and we have spent a long time codifying our approach, whilst also providing sufficient flexibility for our teachers to add their own unique personality and dynamism to their classrooms. Results are important to us, but we also place great emphasis on developing our students' sporting, artistic, musical, and linguistic talents. For our students to thrive in modern Britain, they must also have an appreciation, understanding and attachment to the rich cultural heritage of our country and its influence on the wider world. All our schools run an extended day to deliver an array of enrichment opportunities and super curricular sessions to provide a truly holistic education.

It is an exciting time to join the City of London Academies Trust, and we very much hope you will be inspired by what you learn about us. We are always excited to meet fellow professionals and there is no better way to get a true sense of a school's culture, values, and ethos than by visiting. We hope you take up this opportunity so you can see what life-changing opportunities our schools provide, and how integral our people are to this mission.



PROFESSIONAL DEVELOPMENT

We are committed to providing **individualised** and **impactful** professional development for every member of our COLAT community, and we offer a menu of talent pathways to support you at every stage in your career.

These pathways are research-based, designed for COLAT schools and delivered by experts from across the Trust. They provide Trust-wide training and networking opportunities to support you to achieve your career goals.

The Talent Pathway menu includes:

- **Aspiring to Middle Leadership: Leading a Department**
- **Aspiring to Middle Leadership: Leading a Year Group**
- **Aspiring to Middle Leadership: Leading a Operational Department**
- **Aspiring to Senior Leadership: Curriculum, Teaching and Learning**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Behaviour**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Management**
- **Aspiring to SEND Leadership**
- **Aspiring to Operational Functions Leadership**

If you are interested in one of our Talent Pathways, please do ask for more details during your school visit or interview.

EMPLOYEE BENEFITS

We invest in and support our staff by keeping their development a priority, and we are proud to have a range of benefits to ensure staff feel valued, including:

- **Teachers' or local government pension scheme with a generous contribution from the Trust**
 - **Occupational maternity and adoption pay following 26 weeks of continuous service**
 - **Generous annual leave entitlement**
 - **Sabbatical leave entitlement for up to one year (unpaid) after five years' continuous service**
 - **Cycle to work scheme**
 - **Corporate gym membership rates**
 - **Travelcard loan scheme**
 - **Annual training and development opportunities in addition to in-house staff development**
 - **Access to City of London housing allocation scheme**
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Principal's Welcome



Dear Applicant,

Thank you for your interest in the position of Attendance and Pastoral Support Officer with the City of London Academy Highgate Hill. We are delighted that you have chosen to apply to our academy and welcome your application.

City of London Academy Highgate Hill opened in September 2017 as a mixed, all ability, non-denominational academy inheriting four cohorts (Years 8 to 11) from what was previously, Mount Carmel Catholic College for Girls. Our state of the art sixth form building opened in January 2024.

We aim to provide a world class education for our students - making them 'well-rounded' individuals. Our vision is to therefore create an academy that will exemplify 'Outstanding' secondary practice, evidenced by excellent attainment and progress for all pupils. Highgate Hill provides learning experiences that reflect the characteristics for which the City of London is known around the world:

- High expectations, aspirations, excellence and a belief that all can succeed
- Creativity, innovation and enterprise, alongside tradition and heritage are championed
- Developing people who are confident, resilient, compassionate and democratic
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If you feel that you can make a positive contribution, please apply. We look forward to receiving your application.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Prince Gennuh'.

Prince Gennuh
Principal

Attendance and Pastoral Support Officer - Job Description

Post: Attendance and Pastoral Support Officer

Accountable to: Education Welfare Officer

Grade/Range: Scale 6, SCP 18 - 20

Salary: £37,509 - £38,637 (FTE) Pro rata salary: £32,797.87 - £33,784.19

Working Pattern: Monday - Friday 8.00am - 4.00pm, 35 hours per week, 39 weeks (term time only)

Location: City of London Academy Highgate Hill

Disclosure level: Enhanced

Main Purpose

- To take responsibility for whole school attendance (including sixth form) and ensure the school is meeting its obligations and targets in relation to school attendance, especially persistent absence.
- To contribute to raising achievement by improving school attendance and punctuality.
- To promote positive attitudes by students and families towards education and to ensure that parents are made fully aware of their statutory responsibilities.
- To establish and develop a professional service to support the school in raising attendance, investigating persistent absences and improving punctuality.

Attendance Officer - Key Accountabilities

- Take the lead role in developing work processes, strategies and systems to improve school attendance.
- Be the first point of contact for all attendance issues in the academy.
- Train staff on attendance procedures and issues.
- Promote attendance through academy assemblies, workshops and other channels.
- To support pastoral, Head of Years and the Senior Leadership Team in advising the school on all matters relating to attendance.
- To work on initiatives which raise the awareness of school staff, parents and the community on the importance of school attendance.
- Provide data to the LA, Dfe, governing body, courts and other external agencies if necessary.
- Maintain computerised records on Bromcom including attendance and absence.
- Responsibility for informing parents through text messages/phone calls of their child's absence from the academy.

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- Updating relevant absences on Bromcom from the telephone absence line/from reception/Heads of Year.
- To establish the reason for non - attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- To follow up on missing reasons for absence.
- To chase missing registers and missing marks on a daily basis.
- To manage correspondence in respect of attendance, issuing letters and other documents as appropriate.
- To liaise and work with other staff members (including Head of Years) and other professionals including Islington Access and Engagement to improve attendance, issuing fines for non attendance and assisting them with court papers in the absence of the EWO.
- Arrange and meet with parents to identify problems and find solutions when attendance concerns do not improve.
- To undertake home visits to non-attenders and when there are persistent attendance concerns.
- To keep clear and concise records of all consultations/meetings and to write action plans, summaries and any other reports as required for the academy.
- In cases of poor school attendance and/or welfare issues to be proactive in assessing the situation and liaising with the appropriate professionals when students may be in need of additional support.
- In the absence of the EWO raising Penalty Notice Warnings and Penalty Notices as required and maintain the spreadsheet regarding this.
- To undertake the administration of all requests for leave of absence.
- To analyse records of student attendance, ensuring marks are accurate, coding is appropriate and utilising the results to provide a snapshot of attendance trends across the academy.
- To provide attendance reports as required.
- To meet with the Vice Principal who oversees attendance, on a weekly basis to discuss attendance and look at the specific monitoring lists.
- To meet with the Pastoral team/Head of Years on a fortnightly basis to discuss attendance and punctuality.
- Organise and deliver a regular cycle of training for school and key stakeholders e.g. new teachers and support staff, Governors, etc. on regulations, legislation, best practice guidelines, and LA processes.
- To use IT systems to produce reports, recording information including statistical data, providing reports to the Senior Leadership Team, other staff and other professionals, where necessary.
- To monitor and track data around attendance and attainment and to use this data to support identified groups of vulnerable students to show an improvement in these areas.
- To keep up to date with current legislation related to attendance.
- Be self motivated.
- Manage and prioritise your own workload.

Communication

- To deal with attendance enquiries from staff and parents and producing attendance lists where necessary.
- To network with other attendance officers and share best practice.

Pastoral Support - Key Responsibilities

- Provide support to the Pastoral team with student welfare matters as required.
- Support Heads of Year in their daily role to support vulnerable students and their families.
- Liaise with parents where appropriate regarding pastoral matters when requested by the pastoral team.
- Provide general administrative support to the Pastoral team.
- Accurately record and update safeguarding information in accordance with academy procedures.
- Assist with the administration of the school's detention system and other behaviour processes as required which includes supporting detention duty and where appropriate contacting parents.

General

- To carry out duties in accordance with health and safety legislation and the school policy.
- Contribute to school development through identified communication and consultation channels.
- To respect the confidential nature of information relating to the school and its students.
- To identify your own training needs and a willingness to attend training/courses.
- Comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description.

Safeguarding and Promoting the Welfare of Children

- Have knowledge of, and adhere to, safeguarding policies and procedures.
- Ensure a safe and supportive academy culture.
- Ensure the welfare of children is safeguarded and promoted in line with current best practice and any relevant legislation.
- Ensure equality of opportunity for all students in order that they may achieve to the best of their ability.
- Ensure equality of opportunity for all staff to facilitate their continuing professional development.
- Be aware of and understand the duties and responsibilities arising from the Children's Act 2004 and statutory guidance Keeping Children Safe in Education 2016 in relation to child protection and safeguarding children, young people and vulnerable adults as it relates to this role.

Safeguarding Children

COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

Attendance and Pastoral Support Officer – Person Specification

Our Values and Vision

The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff

Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the academy Equalities policies.

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	Essential	Desirable
Qualifications		
A good level of literacy and numeracy skills with at least a qualification at GCSE grade C, NVQ Level 4, or equivalent in English and Maths	✓	
Additional qualification or training relating to this position		✓
Be able to demonstrate a willingness to attend appropriate training and development	✓	
Evidence of continuing professional development		✓
Experience, Skills and Knowledge		
Understanding of legislation relating to school attendance	✓	
Knowledge of the education system	✓	
Experience of school/academy data systems (Bromcom) and of school/academy processes	✓	
Excellent attention to detail	✓	
Able to communicate sensitively with parents, students and staff	✓	
Experience in a school/academy/college environment in a similar position	✓	
Good listening, oral and literacy skills	✓	
High levels of computer literacy	✓	
Ability to prioritise and work under pressure with varying deadlines	✓	
Record keeping, information retrieval and dissemination of data / documentation	✓	
Developing and maintaining contacts with outside agencies e.g. Local authority, DFE, Trust	✓	
Experience in training others		✓
Working in an environment where experience including taking initiative and self-motivation		✓
Working as a member of a team		✓
Personal Qualities		
Be able to maintain confidentiality	✓	
Be able to remain impartial	✓	
Have a flexible approach to working hours	✓	
Have a positive attitude to personal development and training	✓	
Good interpersonal skills	✓	
Other		
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Willingness to undergo appropriate checks, including enhanced DBS Checks	✓	
Motivation to work with children and young people	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	

HOW TO COMPLETE THE APPLICATION

Vacancy Title: Attendance and Pastoral Support Officer

Vacancy Description: Permanent, Full Time (term time only)

Vacancy Location: City of London Academy Highgate Hill

Vacancy Closing Date: 10.00am Wednesday 12 August 2026

Submission: Applications must be submitted via the My New Term portal on the following link:

<https://www.highgatehill.cola.org.uk/join/work-with-us/vacancies/>

It is essential that a fully completed application form is submitted. City of London Academies Trust cannot accept CVs alone. It is recommended that you retain a copy of your application form, so you can refer to it if you are invited for interview.

The main sections of the application form ask for various information relating to your work, educational and personal history. This information allows your application to be fully assessed against the criteria/competencies required for the job. When completing the application, you should provide your entire work history, including a description of any gaps in employment. In addition, outline your skills, qualifications and any notable awards. These can be selective, and you only need to provide those you consider relevant to the job you are applying for.

Your letter of application/supporting statements is the most significant element of the application form. Using no more than 1,000 words please provide an accompanying letter explaining why you are applying for this post and how your experience, skills, training and personal qualities match the requirements of the role as set out in the job description and person specification.

As part of your letter of application/supporting statement we are interested in knowing your impact so please provide relevant evidence. For instance, if you are seeking a pastoral role provide relevant data on the reduction of exclusions. If seeking a teacher role provide progress and attainment data of classes taught. If you do not meet all the essential criteria, it is unlikely that you will be shortlisted.

City of London Academies Trust asks that all potential employees highlight any relationships to school governors or employees to ensure all applicants are treated fairly.

For example, it may be inappropriate to offer someone a position within an organisation where they work for a family member or asking someone to take a position where they manage grants for voluntary services when their family works for a relevant voluntary organisation.

City of London Academies Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks in line with Keeping Children Safe in Education, including enhanced DBS checks and a willingness to demonstrate commitment to the standards which flows from City of London Academies Trust vision and values.

Please provide details of two referees, one of whom should be your present/most recent employer. References will not be accepted from relatives or friends. References are requested for all shortlisted candidates unless you specifically request us not to do so. Open references will not be accepted.

This post is exempt from the Rehabilitation of Offenders Act 1974. If you are appointed, you will be required to complete a DBS check. Any information received from the DBS will be treated in the strictest confidence. Having a criminal record will not exclude you from appointment, unless it is considered that the conviction renders you unsuitable to work with children.

Under the Criminal Justice and Court Services Act 2000, it is a criminal offence if an individual who is disqualified from working with children knowingly applies for, offers to do, accepts or does any work with children.

The role is covered by part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.



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