



# Heritage MAT

*Excellence through collaboration*

# CANDIDATE INFORMATION PACK

Attendance  
Welfare and Pupil  
Support Officer



# Job Description & Person Specification: Attendance, Welfare and Pupil Support Officer

<b>Job Title:</b>	<b>Attendance, Welfare and Pupil Support Officer</b>
<b>Contract Type:</b>	12 months in the first instance / Part-time / Term Time Only
<b>Work Pattern:</b>	3 days per week (22.5 hours)
<b>Grade:</b>	NJC Points 19-22
<b>Pro-Rata Salary:</b>	£16,572 - £17,419
<b>Full Time Equivalent (FTE) Salary:</b>	£32,061 - £33,699

## 1. Role Overview and Strategic Purpose

At Heritage Multi-Academy Trust (MAT), attendance is not merely an administrative function; it is "everybody's business" and the primary prerequisite for safeguarding, pupil wellbeing, and academic attainment. This role is of paramount strategic importance, serving as the foundation upon which school improvement and individual pupil success are built. High attendance is viewed as a strategic outcome of a robust school culture. This post is designed to move each school in the Trust beyond a reactive stance, ensuring that the "Support First, Enforcement Last" philosophy is embedded across the institution to provide a safe, welcoming environment where every child belongs.

### Job Purpose

The Attendance, Welfare and Pupil Support Officer serves as a vital strategic bridge between the school, families, and external agencies. The role is defined by the proactive removal of barriers to learning. By identifying and addressing underlying needs—including Special Educational Needs and Disabilities (SEND), mental health challenges, poverty, and family stressors—the post-holder brokers focused, purposeful intervention. The primary objective is to intervene before patterns of absence become severe, ensuring every pupil can reach their full potential through consistent engagement.

The following sections detail the accountability frameworks and operational hierarchies necessary to ensure attendance is embedded in each school's leadership routines.

## 2. Accountability and Reporting Structure

Strategic clarity in reporting lines is essential to ensure that attendance data remains a central component of Trust routines, school improvement planning, and statutory monitoring.

### Accountability Framework

The post-holder reports directly to the CEO but will work across all schools in Heritage MAT. The role will involve liaison at each school with:



#### Heritage Multi Academy Trust

✉ office@heritagemat.uk

🌐 www.heritagemat.uk



New Hey Road

Huddersfield

HD3 4GN

Company number: 07883174

Heritage MAT, an exempt charity and a company limited by guarantee in England and Wales

- Designated Safeguarding Lead (DSL): To link absence patterns to safeguarding assessments and respond to "Missing in Education" cases.
- SENDCo: To coordinate reasonable adjustments and personalized support for pupils with EHCPs or on SEN Support.
- Pastoral Leads: To ensure that attendance interventions are integrated with the school's wider behaviour and wellbeing strategies.
- School attendance leads: to help identify patterns of absence and target interventions.

### Internal Stakeholders and Influence

The officer must actively influence and support the "front line" of school culture:

- Form Tutors and Class Teachers: As the staff with the primary relationship with pupils, tutors and class teachers are critical in noticing early patterns and maintaining a welcoming classroom environment.
- Administrative Staff: To respond to any early warning signs of falling attendance.

### 3. Key Responsibilities: Attendance Management and Data Analysis

Rigorous data analysis is a key element of the Trust's attendance strategy. The Attendance, Welfare and Pupil Support Officer is responsible for early intervention to prevent persistent absence.

### Daily and Weekly Operations

- Liaise with relevant leads at each school to identify families targeted for support.
- Maintain an approximate record of hours / days spent on support at school in the approximate proportions:
  - 117 days shared roughly in the following way:
    - Lindley Junior School – 17 days
    - Moorlands Primary School – 22 days
    - Reinwood Infant and Nursery School – 9 days
    - Reinwood Junior School – 12 days
    - Salendine Nook High School – 49 days
    - Spring Grove Junior Infant and Nursery School – 7 days
- Maintain and up to date record of cases.
- Process fixed penalty notices for each school as required.
- Progress cases to legal action with the local authority as appropriate.
- Update the CEO / Headteachers on the progress of targeted families.

The officer will be required to:

- Translate data into "Attendance Action Plans / contracts" for individual pupils, ensuring support is timely and documented.



#### Heritage Multi Academy Trust

✉ office@heritagemat.uk

🌐 www.heritagemat.uk

📍 New Hey Road  
Huddersfield  
HD3 4GN

Company number: 07883174

Heritage MAT, an exempt charity and a company limited by guarantee in England and Wales

- Produce half-termly reports for the Headteacher and termly reports for Governors and Academy Trustees, providing a critical analysis of trends and the impact of interventions.
- Prepare evidence for statutory pathways, including the preparation of Notices to Improve (NTIs) and liaising with the Lead Officer for Inclusion & Engagement when internal school-led pathways have been exhausted.

#### 4. Key Responsibilities: Pupil Welfare and Family Engagement

In line with a "Support First" philosophy, building trust with families is prioritised over automated processes. Relational outreach is the most effective tool for addressing complex barriers to attendance, including Emotionally Based School avoidance (EBSA).

#### Support Duties

- Execute purposeful home visits: Investigate reasons for absence and assess the home environment to identify unmet needs and parental barriers.
- Address EBSA: Work directly with pupils and families to support those experiencing anxiety-related barriers, coordinating with mental health services (CAMHS) and the SENCo to facilitate reintegration.
- Broker specialist services: Act as a conduit to Early Help, hardship funds, and specialist family support services to remove external barriers to school attendance.
- Facilitate reintegration: Manage bespoke return-to-school plans for pupils following long-term illness, hospital stays, or for those returning from "Looked After" (LAC) status.
- Conduct attendance panels and parental meetings: Lead solution-focused parent workshops and panels to strengthen the school-home partnership and clarify legal responsibilities in a supportive context.

#### 5. Safeguarding, Legal, and Multi-Agency Collaboration

Non-attendance is frequently a primary indicator of safeguarding risk. This role carries significant statutory weight, requiring an inextricable link between attendance monitoring and child protection.

#### Statutory and Safeguarding Duties

- Safeguarding leadership: Ensure attendance patterns feature in all safeguarding assessments
- Multi-agency representation: Support each school with attendance at Child Protection conferences, Core Groups, and Team Around the Family (TAF) meetings (where required by the school)



#### Heritage Multi Academy Trust

✉ office@heritagemat.uk

🌐 www.heritagemat.uk

📍 New Hey Road  
Huddersfield  
HD3 4GN

Company number: 07883174

Heritage MAT, an exempt charity and a company limited by guarantee in England and Wales

- Legal referrals: Prepare robust evidence for statutory intervention under the Education Act 1996 (Sections 437–444) and the Children Act 1989 (Section 36). This includes preparing cases for LA legal processes.
- Missing in education: Ensure statutory notifications are completed immediately when a child disappears from the roll or is suspected of being a Child Missing in Education (as required by each school).

## 6. Person Specification: Qualifications and Experience

The successful candidate will possess a blend of analytical precision and high-level interpersonal empathy, capable of maintaining professional "firmness" while navigating complex family dynamics.

Criteria	Essential	Desirable
<b>Qualifications</b>	Good literacy and numeracy skills.	GCSE English and Mathematics at Grade 4 or better. Level 3 or 4 qualification in Education, Social Work, or Welfare.
<b>Experience</b>	Proven experience in a school or social care setting.	Experience in multi-agency collaboration and handling complex family cases. Experience of managing attendance or family support work in a primary or secondary setting.
<b>Knowledge</b>	Basic safeguarding	Deep understanding of the Education Act 1996, Children Act 1989 (S.36), and DfE "Working Together to Improve School Attendance" guidance. Knowledge of Operation Encompass, Signs of Safety, and local LA statutory inclusion pathways.

## 7. Person Specification: Skills, Attributes, and Professional Conduct

The post-holder must adhere to the Nolan Principles of public life: Integrity, Objectivity, Accountability, Openness, Honesty, Selflessness, and Leadership.

Required Competencies

- Communication: Ability to be "empathetic but firm" with challenging adults. Good standard of written communication for statutory legal reports.
- Technical proficiency: Competent IT skills are essential. Proficient in school Management Information Systems (e.g., SIMS/Arbor) and safeguarding software (e.g., CPOMS) to monitor and analyse data patterns.
- Personal attributes: Emotional resilience in high-pressure environments, a solution-focused "win-win" approach, and the ability to work independently while managing a complex caseload.

## Professional Requirements

- Mobility: A full driving license and access to a vehicle for home visits and multi-site working within the MAT.



### Heritage Multi Academy Trust

✉ office@heritagemat.uk  
 🌐 www.heritagemat.uk

📍 New Hey Road  
 Huddersfield  
 HD3 4GN  
 Company number: 07883174

Heritage MAT, an exempt charity and a company limited by guarantee in England and Wales

- Safeguarding: A satisfactory Enhanced DBS check is a mandatory condition of employment.
- Flexibility: Willingness to work occasional hours outside of the standard school day to meet the needs of families and attend emergency meetings.

Commitment to Equality and Safer Recruitment: The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. We are an equal opportunity employer and encourage applications from a diverse range of candidates to reflect the community we serve. All appointments are subject to robust pre-employment checks.



**Heritage Multi Academy Trust**

✉ [office@heritagemat.uk](mailto:office@heritagemat.uk)  
🌐 [www.heritagemat.uk](http://www.heritagemat.uk)

📍 New Hey Road  
Huddersfield  
HD3 4GN  
Company number: 07883174

**Heritage MAT, an exempt charity and a company limited by guarantee in England and Wales**