

Thames Learning Trust

Attendance & Student Support Officer

Responsible to: Assistant Principal

Salary RG4 11-22

Hours Full Time, Term Time Only plus 5 Inset Days

Main purpose of the job

To provide an effective administration of the attendance process and assist with reducing levels of absence for Reading Girls School.

Main Areas of Accountability

- Holding responsibility for the effective operational management of the school's attendance processes;
- Ensuring accurate recording, monitoring, and reporting of student attendance in line with safeguarding, legal, and school policy requirements;
- Working closely with students, parents, school staff, senior leadership, and external agencies to improve attendance;
- Providing timely attendance analysis and reporting;
- Maintaining accurate student records in compliance with GDPR regulations and ensuring appropriate safeguarding procedures are followed, including first-day contact, children missing from education (CME), and referrals where necessary;
- Engaging with families through communication, meetings, and welfare visits to identify barriers to attendance and implement supportive strategies to improve outcomes for students;
- Administering ParentPay (including Fast Track), chasing up any late payers and produce reports.
- Sending out SchoolComs messages (text and emails)
- Administering the parent evening booking system and all software which supports school times activities.

Attendance Management

- Manage the school's student attendance processes and ensure accurate daily registration using SIMS.
- Act as the main point of contact for attendance queries from staff, students, and parents.
- Monitor attendance data and identify students whose attendance falls below school expectations.
- Work with staff, parents, and pupils to address poor attendance and punctuality, implementing support plans where necessary.
- Conduct welfare and home visits where appropriate to support attendance improvements.
- Oversee attendance for students placed in Alternative Provision (AP), maintaining regular contact with providers, conducting visits where necessary, and ensuring accurate recording and safeguarding compliance.

Safeguarding and Compliance

- Ensure safeguarding procedures are followed for attendance, including first-day contact, Children Missing from Education (CME) and Elective Home Education (EHE) procedures

- Report concerns to the Designated Safeguarding Lead (DSL) and Deputy DSL.
- Maintain accurate student records in line with GDPR regulations.
- Complete safeguarding referrals such as CME and EHE referrals.

Communication and Engagement

- Communicate with parents regarding attendance concerns via SchoolComs messages, letters, emails, and meetings.
- Issue attendance concern letters and support the preparation of Fixed Penalty Notices in collaboration with the Local Authority.
- Work closely with the Senior Leadership Team, Heads of Year, SENDCo, and external agencies to improve attendance outcomes.

Monitoring and Reporting

- Monitor attendance for vulnerable groups and persistent absentees.
- Produce and analyse attendance reports for Senior Leadership and relevant stakeholders.
- Track unexplained absences, lateness, and dual registration students.

Administrative Duties

- Maintain and update attendance records electronically and manually.
- Manage attendance-related communication channels, including email inboxes and voice messages.
- Provide administrative support as required by the school.

Additional Responsibilities

- Participate in the school's First Aid rota.
- Carry out additional administrative duties and any reasonable tasks requested by the School Principal or Senior Leadership Team

Other

Duties may be subject to change in order to meet the operations of the Trust

Confidentiality

During the course of employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Thames Learning Trust. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Safeguarding Children & Health and Safety

Thames Learning Trust is committed to adhering to the DFE guidance "Keeping Children Safe in Education". It is the individual's responsibility to promote and safeguard the welfare of children and young people in the school. Satisfactory references, enhanced DBS clearance & social media check is required for this post. This post is exempt from the Rehabilitation of Offenders Act 1974. You are required to comply with the school's Health and Safety policy at all times.

