

Job Description

Role	Attendance Business Support Officer
Reports To	Headteacher and Business Support Manager
Location	Woodpecker Hall Academy Travel to multiple sites within the Trust may be required
Working Pattern	Monday to Friday – 36 hours per week Attendance response duties are prioritised during the academy's agreed morning response period
Contract Type	Permanent Term Time + 4 weeks – 42 weeks per year
Salary	NSCT Pay Range 26 – 28 FTE Salary: £33,961-£35,414 Actual Salary: £31,334 - £32,414 NSCT Health Cash Plan + Generous Pension
Annual Leave	25 days + 8 Bank Holidays Holiday year runs from 1 st September – 31 st August. Annual leave entitlements are calculated in your salary. No additional paid leave is provided, and leave is taken during school closures.

Job Purpose

The Business Support Officer delivers high-quality, efficient and proactive administrative support across key operational areas within the Trust and its academies. A core focus of the role is to support strong pupil attendance by maintaining accurate attendance processes, following up absence promptly, producing reliable attendance information and working with academy colleagues to minimise barriers to attendance and punctuality. Additionally, coordinating functions such as pupil admissions, welfare, finance, general administration and front-of-house services. Working collaboratively with colleagues and leadership teams, the postholder ensures smooth office operations, upholds safeguarding and compliance protocols and provides a reliable point of contact for stakeholders. With strong communication skills, attention to detail and a solution-focused mindset, the Attendance Business Support Officer plays an active role in supporting outstanding outcomes and sustaining a well-managed, inclusive academy environment.

Employees will be expected to comply with any reasonable request from their line manager and senior leadership team to undertake work of a similar level and grade that is not specified in this job description. Following consultation with you, this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Key Responsibilities

Attendance:

- Act as the academy day-to-day operational lead for attendance administration, ensuring processes are accurate, timely and promote high expectations for attendance and punctuality.
- Ensure registers are completed daily by teaching staff, follow up missing marks promptly and maintain accurate attendance records in the Management Information System (MIS) - Arbor.
- Carry out first-day absence calls, investigate absences, request and retain appropriate evidence and follow up with parents/carers to reduce unauthorised absence, including arranging home visits where required and in line with academy procedures.
- Ensure pupils arriving late are signed in appropriately and late marks are recorded accurately, with

punctuality concerns monitored, reported and followed up.

- Input and maintain accurate attendance notes, actions and interventions on MIS, ensuring records are clear, timely and compliant with data protection requirements.
- Monitor and analyse weekly attendance and punctuality data using attendance trackers, identifying persistent absence, severe absence, patterns and trends and flagging early concerns to the designated attendance lead, Senior Champion, Education Welfare Officer, safeguarding team, SENCO and relevant staff as appropriate.
- Hold or support regular weekly attendance meetings with the Senior Champion and Education Welfare Officer to review absence, lateness, persistent absence, severe absence and agreed interventions.
- Support attendance interventions by liaising with parents/carers, arranging and conducting meetings, recording communication, actions and support offered, and issuing follow-up correspondence, including post-meeting letters.
- Send attendance communications to parents/carers as required, including letters, emails and text messages regarding attendance percentage, punctuality, meetings, evidence requests and next steps.
- Promote good attendance and punctuality through regular communication with pupils and parents/carers, including newsletters, postcards and positive attendance messaging.
- Follow safeguarding, attendance and Trust policies and procedures at all times, sharing relevant information with appropriate colleagues to support early help, safeguarding responses and attendance support plans.
- Complete penalty notice referrals to the Local Authority where required and in line with statutory, Local Authority, Trust and academy procedures.
- Add and remove pupils from roll efficiently, ensuring statutory notifications and reporting to relevant authorities are completed where required.
- Support and process the secure transfer, import and export of pupil records using Common Transfer Files (CTFs).

Admissions:

- Support the Business Support Manager and administration team in the coordination and oversight of the annual admissions cycle.
- Assist the team in the prompt allocation of pupil places.
- Ensure timely and efficient communication with parents/carers during the admissions process and assist with prompt allocation of pupil places.
- Accurately input pupil data into the MIS.
- Support the management of the secure transfer and receipt of pupil records via CTF files.
- Ensure admissions are coordinated efficiently and effectively, as Trust and academy policies and procedures and identifying any concerns that may impact academy income.

Finance:

- Assist with monthly account reviews for managing debt related to lunch, clubs and trips.
- Support the enforcement of the Trust's debt recovery procedures to ensure minimal outstanding balances.
- Advise and assist parents/carers with Arbor usage, including organising workshops and engaging external stakeholders where needed.
- Encourage and support parents/carers in using Arbor for payments and communication.
- Report on technical issues promptly to the Business Support Manager.
- Ensure wraparound care is correctly set up on the MIS, tracking payments and minimising arrears.
- Promote Free School Meal (FSM) uptake among eligible families, and support applications to ensure FSM and Pupil Premium information is accurately recorded in the MIS.

- Support procurement processes and assist with placing orders.
- Work collaboratively with the Senior Leadership Team and support developing new income-generating initiatives.

Pupil welfare:

- Oversee the provision of appropriate care and first aid to pupils, ensuring procedures are followed in line with Trust and academy policies and procedures. Liaise with the welfare and to ensure pupil health records are accurately maintained using systems such as Medical Tracker.
- Ensure clear and timely communication with parents/carers regarding pupil welfare matters, escalating concerns where appropriate.
- Support and guide administrative staff in managing welfare-related duties, promoting consistent and compliant practices across the academy.

Office administration:

- Ensure sufficient front reception cover is maintained throughout the academy day.
- Provide administrative support to the wider team, including data entry, filing, photocopying, distributing mail and other general office duties.
- Assist with Census returns and other statutory data submissions required by the DfE, ESFA, Ofsted and other regulatory bodies.
- Provide administrative support for academy events, including work experience, information, advice and guidance (IAG) activities, parent consultations and other school events.
- Support the implementation, maintenance and continuous improvement of office systems and administrative processes to promote efficient ways of working.
- Promote collaborative working and support the production of accurate reports, records and information for senior leaders.
- Support the coordination and administration of daily staff cover arrangements, including arranging cover for planned and unplanned absences, booking approved supply staff where required, communicating cover arrangements and maintaining accurate cover records.
- Follow Trust HR procedures when engaging supply and agency staff, including using approved suppliers, ensuring all required pre-engagement checks have been completed and liaising with HR where necessary to confirm compliance and eligibility.
- Provide administrative support for recruitment activities under the direction of the Hiring Manager and HR, including preparing interview documentation, booking interview rooms, arranging refreshments, welcoming candidates and supporting the coordination of interview days.
- Support risk management by ensuring compliance with safeguarding procedures and data protection regulations.
- Liaise with Facilities to ensure appropriate checks and access arrangements are in place for contractors, always placing the importance of safeguarding and site security.
- Provide practical support with recruitment activities under the direction of the Hiring Manager and HR, including booking and preparing interview rooms, arranging refreshments and producing recruitment packs, greeting candidates and helping to coordinate interview days.

Safeguarding, Visitors and Compliance

- Ensure all visitors, contractors, volunteers and other individuals attending the academy are managed in accordance with Trust safeguarding, security and HR procedures, including completing and verifying required pre-arrival and on-site checks before access is granted.

- Liaise with HR and Facilities to ensure appropriate safeguarding, vetting, access and site security procedures are followed for visitors, contractors, agency workers and other non-employees.
- Support compliance with safeguarding, data protection and other statutory requirements in all aspects of the role.

Parent and community engagement:

- Support the delivery of a high-quality, professional and welcoming reception service for all pupils, parents/carers, staff and visitors, reflecting the values of North Star Community Trust.
- Operate the academy switchboard, ensuring calls and enquiries are handled efficiently and passed to the appropriate staff.
- Ensure voicemail greetings are accurate and kept up to date.
- Respond to general enquiries from parents/carers and the public in a polite and helpful manner, escalating more complex matters where appropriate.
- Support the handling of incidents and accidents calmly and professionally, following Trust and academy policies and procedures.
- Promote a positive and professional front-facing service, working with colleagues to ensure consistent standards are maintained.

Ethos:

- Support the Trust's vision, mission and strategic priorities, contributing to the achievement of "Stronger Together".
- Act as a professional ambassador for the Trust, representing its values within your role and wider community.
- Demonstrate and uphold the Trust's values of inclusion, ambition, support, kindness and integrity in all aspects of practice.
- Build and maintain positive, respectful and professional relationships with colleagues, parents, carers, stakeholders and the wider community.
- Actively contribute to Trust-wide initiatives, events and community engagement, reflecting the Trust's commitment to Education, Community and Opportunity (ECO).
- Work collaboratively with colleagues across the Trust to support high standards and continuous improvement for all pupils.

Professional development and collaboration:

- Engage fully in professional development activities and performance management processes, demonstrating a commitment to continuous professional growth.
- Collaborate effectively with colleagues across the Trust to share good practice and contribute to sustained improvement in teaching and learning.
- Remain open to new ideas, evidence-informed approaches, technologies and strategies in line with Trust priorities and educational developments.
- Contribute constructively to quality assurance and internal review processes, working with senior leaders to support professional learning and improvement.

Safeguarding and well-being:

- Promote and uphold a culture where safeguarding and the welfare of children and young people is everyone's responsibility.
- Comply fully with statutory safeguarding requirements, including Keeping Children Safe in Education (KCSiE) and all Trust safeguarding policies and procedures.
- Act promptly on any safeguarding concerns or disclosures, following Trust reporting procedures without delay.
- Contribute to the creation of a safe, secure and supportive environment for pupils and staff, both physically and emotionally.
- Engage in all mandatory safeguarding training and ensure knowledge is kept up to date in line with role requirements.
- Promote inclusion, mental health awareness and well-being, recognising their importance in supporting positive outcomes for pupils and staff.

Professional conduct and compliance:

- Adhere to all Trust and academy policies, procedures and codes of conduct, ensuring consistency with organisational expectations.
- Comply with health and safety requirements to maintain a safe working environment for pupils, staff and visitors.
- Promote equality, diversity and inclusion in all aspects of practice, ensuring a culture free from discrimination or harassment.

- Uphold British Values and comply with the Prevent Duty in line with statutory guidance.
- Contribute to the Trust's strategic priorities through professional behaviour, attitude and practice.
- Engage positively with audits, inspections and quality assurance processes to support accountability and continuous improvement.
- Maintain high standards of professionalism in conduct, communication and appearance, acting as a role model at all times.
- Build and maintain positive relationships with parents, carers, stakeholders and the wider community in support of Trust objectives.
- Participate in outreach and engagement activities that strengthen links between the Trust, parents/carers and the wider community.

Acknowledgment and Agreement

I acknowledge that I have read and understood the job description and the Trust Expectations Framework. I agree to carry out the duties of the role to the best of my ability and in accordance with the Trust's policies and procedures.

Employee Name:	Employee Signature:	Date:

Job Specification

Qualifications (or equivalent qualification)	Essential	Desirable
Grade 4 (C) or above GCSEs in English / Mathematics	☒	☐
Education to A level or degree standards	☐	☒
Level 2 or 3 qualification in business administration	☐	☒
Relevant attendance, safeguarding, family-support or data training	☐	☒
Valid First Aid at Work Certificate and Paediatric First Aid Certificate	☐	☒
Continuous Professional Development (CPD)	☐	☒
Professional Experience	Essential	Desirable
Demonstrated experience in administrative support within a busy office	☒	☐
Working with children, young people, parents, carers, stakeholders and the wider community in a professional setting	☒	☐
Communicating with parents/carers about sensitive or challenging matters while maintaining positive professional relationships	☒	☐
Analyse and interpret attendance, pupil, behaviour or comparable operational data to identify patterns, trends and areas requiring action	☒	☐
Using management information systems (MIS) and other databases and IT systems to maintain accurate records, monitor activity and produce reports	☒	☐
Risk assessments and ensuring a safe learning environment	☐	☒
Skills and Knowledge	Essential	Desirable
Excellent verbal communication skills with the ability to interact clearly and professionally with parents, carers, staff, visitors and external stakeholders	☒	☐
Strong written communication skills, including drafting accurate correspondence, support plans, case chronologies, reports and evidence for formal processes	☒	☐
Effective organisation and prioritisation of a mixed workload, while protecting time-critical core and safeguarding duties	☒	☐
Understanding of persistent and severe absence and barriers affecting disadvantaged, vulnerable and SEND pupils	☒	☐
Ability to analyse data, identify patterns and translate finding into prioritised interventions and clear reports	☒	☐
Knowledge of current school attendance expectations, attendance codes and the support-first graduated approach	☐	☒
Knowledge of Local Authority attendance, children missing education and penalty notice procedures	☐	☒
Ability to engage and inspire pupils across a diverse range of abilities and needs	☒	☐
Strong IT skills, including Microsoft 365 applications, in particular Word and Excel Spreadsheets	☒	☐
Familiarity with role-specific platforms, MIS, digital tools and resources	☒	☐
Awareness of online safety and responsible use of digital tools	☒	☐
Understanding of safeguarding and child protection and their importance within an educational setting	☒	☐
Understanding of the importance of health and safety within the workplace and educational setting	☒	☐
Knowledge of equality, diversity and inclusion	☒	☐
Understanding of GDPR and data protection regulations in education	☒	☐
Attributes	Essential	Desirable
A passion for supporting children and young people and contributing positively to their attendance, wellbeing and educational outcomes	☒	☐
Communicate professionally and respectfully with pupils, staff and the wider community,	☒	☐

using clear verbal, written and interpersonal skills		
Work collaboratively and constructively with colleagues and the wider academy community to support a positive environment	☒	☐
Handle disagreements and challenging situations calmly and professionally, promoting respect and resolution	☒	☐
Remain calm, approachable and solution-focused under pressure and when challenged	☒	☐
Prioritise the safety, wellbeing and development of pupils and staff	☒	☐
Take the initiative and respond proactively to the needs of pupils and colleagues	☒	☐
Be punctual, reliable and committed to professional responsibilities	☒	☐
Manage time effectively, meet deadlines and adapt to changing demands	☒	☐
Demonstrate strong organisational skills with accuracy and attention to detail	☒	☐
Exercise discretion and maintain confidentiality when handling sensitive information	☒	☐
Uphold ethical standards and demonstrate high levels of trust and integrity	☒	☐
Aligned with Trust values, demonstrate a positive attitude and act as a role model	☒	☐
Value diversity and actively contribute to an inclusive environment for all	☒	☐
Engage in self-reflection, embrace professional development and use creativity and technology to enhance practice	☒	☐