

Attendance and Family Liaison Officer

Salary: SO1 SCP 23-25

37 hours; TTO + 5 days

Job Description

Purpose of the Post

To be the Attendance Champion for the school, to support all students, including all identified vulnerable groups in improving and maintaining attendance to gain maximum life chances from educational opportunity. Working with the SLT by putting into practice appropriate strategies to support children and young people who are failing to maintain high levels of attendance and/or exhibit behaviour that reduces their educational opportunities and life chances.

To work with families to create strong relationships between school and family to identify barriers in the home and in school to help support improved attendance and to challenge and educate family and student views on attendance. To foster a sense of belonging between student, family and school. To plan, target and undertake home visits and welfare checks as required.

To ensure relevant and accurate attendance statistics are maintained by analysing data to benchmark and plan appropriate interventions to improve attendance. To lead any statutory action in relation to non-attendance and education welfare. To support the SLT and assist in developing the attendance improvement plan, engaging with the wider school community in order to educate and improve engagement.

To liaise with staff, parents, colleagues across the Trust, other education institutions and multi- agency partners to support pupil's progress and overall development; To work with the Attendance administrator, Parent / Carers and integrated children's services to maintain high levels of attendance,

To be a Designated Safeguarding Lead supporting the work of the Safeguarding team.

Main duties and responsibilities

- Provide leadership and management for school attendance strategies and engage with parents and families to improve pupil attendance rates
- Arrange and carry out home visits, or on-site visits, to explore and offer support to improve pupil attendance
- Develop processes and procedures to improve the attendance systems through data analysis, pastoral information and other evaluation methods
- Record and maintain accurate pupil records, in line with Data Protection/GDPR legislation and Trust policy and procedures
- Take part in internal meetings, leading the sharing of information and ideas, and positively promoting and providing guidance on Trust/school policy and procedures where necessary.
- Invoke and participate in Child Protection procedures, as appropriate, including making an education contribution at case conferences, multi-agency meetings and others
- Prepare reports, assessments and provide other data, as required
- Act as a role model and actively demonstrate understanding of School and Trust policy and procedures to pupils, staff and parents
- Remain informed and up to date around national initiatives and good practice as it relates to pupils and attendance and education welfare, and provide relevant advice, information and support to colleagues and other partners

- Create and maintain a purposeful, orderly and productive working environment
- Ensure the monitoring and accurate recording of incoming communications related to Attendance.
- To proactively ensure first day contact for absent students and the identification of welfare checks for longer periods of absence.
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures
- To lead any statutory action in relation to non-attendance and education welfare, including the process of issuing penalty notices to parents
- To work with pastoral and inclusion teams to ensure co-ordination and clarity in interventions with individuals so that outcomes are attainable and appropriate for the young people concerned.
- Develop attendance action plans for individual students with specific attendance concerns.
- Prepare professional reports and attend and contribute to meetings with the Pastoral team and meetings concerning individual students as appropriate.
- EHE support ensuring accurate information and advice and also contact with LA CME Officer for EHE and Children Missing.
- Take an active role in Transition processes, liaising with feeder schools as required.
- Ensure the production of Fire registers
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's MIS and other relevant systems
- To be a Designated Safeguarding Lead supporting the work of the Safeguarding team - undertaking DSL training as required.
- To undertake mini bus driving test to support the collection of students as required

Monitoring and reporting

- Ensure daily attendance registers are accurate and complete, and following up with staff members about any incomplete data
- Ensuring accurate attendance returns for the school census
- Produce and interpret attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with school leaders
- Identify pupils that need additional support to improve their attendance
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils
- Undertake interventions to improve attendance as appropriate.
- Work with school leaders to implement and review the school's attendance policy

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance management as required.
- To support, uphold and contribute to the development of Equal Rights policies and practices in respect of both employment issues and the delivery of services to the community.
- Operate relevant equipment/complex ICT packages
- Provide personal, administrative data and organisational support to other staff.
- Manage manual and computerised record/information systems ensuring these are accurate and up-to-date.
- Undertake word-processing and complex IT based tasks.
- Undertake administration of complex procedures
- Analyse and evaluate data/information and produce reports/information/data as required.

- Complete and submit complex forms, returns etc., including those to outside agencies.

General Requirements (non-exhaustive)

- Be a Coach for a small group of students.
- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary
- Promote the safeguarding of all pupils in the school
- Participating in the duties schedule throughout the school day (as directed)
- Preparing data for analysis (as required)
- Support the visions and values of the school.
- Act as a role model to students.
- Demonstrate respect for diversity and promote equality.
- Work effectively as part of a whole-school team.
- Co-operate professionally with other colleagues.
- Filing/Office management
- Prepare & produce documentation/correspondence in relation to attendance
- Collect and enter attendance data
- Assist in the arrangements of meetings relating to attendance.
- First Aid duties/Training (inc replenishing stock etc for school/specific faculties)
- Archive paperwork / Shredding of confidential documents
- Assist in exam invigilation if required.

Other duties commensurate with clerical support (inc reception / Exams / briefing notes etc) as directed by Principal / Line manager

Person Specification

	Essential	Desirable
Qualifications, training	GCSE English and Maths (A-C) or equivalent eg. Adult Literacy/Numeracy at level 2.	Designated Safeguarding Lead Training
Experience	• Experience of working collaboratively as part of a team • Experience working in a school environment or other educational settings • Experience of working with young people to improve their attendance • Experience identifying interventions to raise attendance of pupils • Experience working directly with pupils and parents • Experience of forging community/voluntary/parent and partner agency links • Experience analysing data and producing reports and identifying key insights • Experience of conflict resolution	• Handling confidential information • Experience of multi-agency working • Experience of leading or managing a team • Experience of successfully working with identified disaffected pupils, or groups of pupils

Knowledge & skills	• Demonstrate good listening skills • Demonstrate excellent verbal and written communication skills • Ability to participate professionally in meetings • Knowledge of the possible interventions to raise attendance • Knowledge of the potential barriers to high attendance that pupils may face • Ability to tailor interventions to individual pupils • Ability to use IT systems and to conduct analysis and produce reports • Ability to create good relationships with pupils, staff and parents • Demonstrate an understanding of their statutory requirements concerning safeguarding, equal opportunities, health and safety and data protection. • Use computer databases effectively and independently. • Use Microsoft Excel / Google Sheets effectively and independently. • Prioritise their workload and complete all tasks required of them • Communicate with people over the phone in an appropriate and engaging manner, effectively answering any questions • Demonstrate an organised and effective approach to handling a demanding workload and the development of their own learning • Understanding of Safeguarding and Child Protection issues	• Management information systems and school based platforms e.g. Arbor, CPOMS
Personal qualities	The successful candidate will have: • High expectations of self and professional standards. • The ability to work as both part of a team and independently. The ability to maintain successful working relationships with colleagues. • The ability to always maintain confidentiality • High levels of drive, energy, and integrity. The successful candidate will be: • Dedicated to their professional development and achieving the desired qualifications. • Able to plan and take control of situations. • Capable of handling a demanding workload and successfully prioritising work and learning. • A good team player, with the ability to also work using their initiative. • Able to ask for guidance where needed. • Committed to upholding and promoting the ethos and values of the school • Willing and able to undertake travel for home	• Think clearly in emergency situations

	visits / support students to increase their attendance.	
DBS	The successful candidate will require an enhanced DBS check and for them to be signed up to the DBS update service	

Behaviours and expectations:

All staff members are expected to adhere to and promote professional standards including the Trust and Parkside's code of conduct and values.

General:

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Principal and develop and promote high standards of professional conduct in school.

You will be expected to carry out your duties in line with the School's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract, induction, ongoing performance management and development through school communications.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

May 2026