

JOB DESCRIPTION

Job Title	Senior Attendance and Family Engagement Officer
Grade	H/I
Responsible to	Deputy Headteacher - Pastoral
Staff Managed	Education Welfare Officers; Attendance Administrator
Job Family	Support Staff
Job Purpose	<p>The Senior Attendance & Family Engagement Officer will lead the operational management of attendance across the school and coordinate early intervention strategies to remove barriers to school attendance. The role requires strong leadership, exceptional communication, and an in-depth understanding of attendance legislation and best practice as set out in Working Together to Improve School Attendance (DfE, 2024).</p> <p>The postholder will take a support-first approach, building positive, trusting relationships with families and external agencies to secure improved and sustained attendance. They will also line manage the attendance team and provide high-quality data analysis, reporting and training to support whole-school improvement.</p> <p>Due to the nature of the work, the postholder must have a full UK driving licence, business-use insurance, and access to their own vehicle. Hybrid working may be available due to the level of data analysis and casework involved.</p>
Accountabilities / Key Responsibilities	
Key Responsibilities	<ol style="list-style-type: none"> 1. Strategic and Operational Leadership <ul style="list-style-type: none"> • Lead all operational aspects of school attendance, including registration, follow-up processes, first-day calling, safeguarding checks, unauthorised absence procedures and legal escalation. • Ensure the school is fully compliant with statutory requirements under the School Attendance (Pupil Registration) Regulations 2024 and Working Together to Improve Attendance (DfE, 2024). • Ensure full adherence to the school’s attendance policy and monitor compliance across all staff. • Work with the Deputy Headteacher (Pastoral) to review, update and refine the attendance policy annually or when statutory expectations change. • Present regular attendance analysis and intelligence to the Deputy Headteacher and Headteacher, highlighting areas of concern, trends and required interventions. • Lead the strategic development of the school’s attendance culture, promoting high expectations and positive messaging throughout the school community. 2. Inclusion and Vulnerable Learners <ul style="list-style-type: none"> • Play a central and consistent role in the weekly Inclusion Meeting, contributing detailed attendance intelligence on vulnerable learners, pupils with SEND, pupils with social care involvement, and those at risk of persistent or severe absence. • Collaborate closely with the Inclusion Team, SENCO, Pastoral Team, Year Managers, and external agencies to address identified barriers. • Support the reintegration of pupils following long or unavoidable absence. 3. Line Management and Team Leadership <ul style="list-style-type: none"> • Line manage the Educational Welfare Officers for KS3 and KS4, and the Attendance Administrator.

- Provide coaching, supervision, workload allocation, professional development and performance management.
- Ensure consistent, high-quality casework practice across the team.

4. Casework, Home Visits and Support-First Approach

- Lead and model a support-first, relationship-based approach to improving attendance, in line with statutory guidance emphasizing early help and family engagement.
- Conduct home visits to understand barriers, assess wellbeing concerns and secure improved engagement.
- Lead Attendance Action Plans, initiate Attendance Contracts and coordinate all internal and external attendance interventions.
- Make referrals to Early Help and provide casework leadership in multi-agency plans.

5. Multi-Agency Working

- Work closely with Early Help, Children's Social Care, Youth Offending Teams, Health Services, Police, and voluntary agencies to remove non-school barriers to attendance.
- Represent the school at Local Authority Targeted Support Meetings, ensuring joint planning for pupils with complex needs.

6. Data Monitoring, Analysis and Reporting

- Lead the collection, analysis and reporting of attendance data, identifying individual, cohort and whole-school patterns.
- Produce weekly, termly and annual reports for SLT, governors and external agencies.
- Use data to inform rapid intervention, targeted support and strategic decision-making.

7. Training and Professional Development

- Deliver training to staff including Heads of Year, Year Managers, tutors and pastoral support staff to ensure high-quality early intervention practices.
- Support all staff to understand attendance processes, thresholds, escalation procedures and statutory responsibilities.
- Ensure tutors and pastoral staff are confident in discussing attendance with pupils and families as part of quality first pastoral intervention.

8. Raising Achievement and Outcomes

- Attend and contribute to Year 10 and Year 11 Raising Achievement Meetings, providing attendance analysis and highlighting pupils whose outcomes are at risk due to poor attendance.
- Work with curriculum and pastoral leaders to ensure attendance is integral to achievement planning.

9. Safeguarding

- Ensure attendance concerns that raise safeguarding risks are escalated immediately to the Designated Safeguarding Lead.
- Lead on processes for Children Missing Education (CME), unexplained absences, and persistent or severe absence.
- Maintain accurate case notes and ensure compliance with Keeping Children Safe in Education.

	<p>10. Hybrid Working</p> <ul style="list-style-type: none"> Hybrid working may be offered due to the analytical nature of the role, provided it does not compromise availability for meetings, safeguarding responsibilities, home visits or urgent casework.
Communications	<ul style="list-style-type: none"> Communicate effectively with other staff, visitors, contractors, students and their families/carers Act as the first point of contact in response to enquiries Attend staff meetings and training days by agreement with your line manager
Safeguarding	<ul style="list-style-type: none"> Know about data protection issues in the context of your role Maintain confidentiality as appropriate Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with, by knowing who to report concerns to
Systems and Information	<ul style="list-style-type: none"> Maintain computerised and manual records Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data) and appreciate the implications of those differences Share information appropriately – in writing, by telephone, electronically and in person.
Data Protection	<ul style="list-style-type: none"> To comply with the Trusts policies and supporting documentation in relation to Information Governance – this includes Data Protection, Information Security and Confidentiality Know about data protection issues in the context of your role
Health and Safety	<ul style="list-style-type: none"> Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure To work with colleagues and others to maintain health, safety and welfare within the working environment,
Equalities	<ul style="list-style-type: none"> We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement Develop own understanding of equality issues
Flexibility	<ul style="list-style-type: none"> Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager Permanent and significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures
Customer Service	<ul style="list-style-type: none"> The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment The Trust requires that staff offer the next level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values Understand your own role and its limits and the importance of providing care or support.

PERSON SPECIFICATION

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Grade	H/I	
Responsible to	Deputy Headteacher - Pastoral	
Staff Managed	Education Welfare Officers; Attendance Administrator	
Job Family	Support Staff	
Essential	Desirable (if not attained, development may be provided for successful candidate)	
Qualifications and Training		
<ul style="list-style-type: none"> GCSE English & Maths (A–C) or equivalent. Evidence of continued professional development in attendance, safeguarding or education welfare. Full driving licence, own vehicle and business-use car insurance. 	<ul style="list-style-type: none"> Training in Early Help, family support, attendance legislation, data analysis or multi-agency working. Relevant qualification in social care, welfare, counselling or family support. 	
Knowledge and skills		
<ul style="list-style-type: none"> Strong working knowledge of Working Together to Improve School Attendance (DfE, 2024) and relevant legal frameworks. Understanding of persistent and severe absence, wider barriers to attendance, and effective early intervention. Skilled in building trusting relationships with families. Confident in data management and analysis. Excellent communication, negotiation and de-escalation skills. High-level organisation, prioritisation and case management. 		
Experience		
<ul style="list-style-type: none"> At least two years' experience leading attendance in a school, with evidence of improving attendance. Experience line managing or supervising staff. Proven experience of engaging families with a support-first approach. Strong track record of multi-agency working. Experience of analysing data and producing reports. Experience conducting home visits and managing safeguarding-linked attendance concerns. Experience delivering training or coaching to staff. 	<ul style="list-style-type: none"> Experience of Ofsted inspection involvement related to attendance, safeguarding or behaviour. Experience in Raising Achievement or cross-school strategy meetings. 	
Other requirements		
<ul style="list-style-type: none"> Empathetic, supportive and family-centred. High expectations and belief in every child's potential. Resilient, persistent and solution-focused. Able to maintain professionalism, confidentiality and exceptional accuracy. Emotionally intelligent and reflective. 		