



Education Welfare Officer



Job Description: Education Welfare Officer

Reports To: CEO/Director of Education

Role Purpose:

The Educational Welfare Officer (EWO) will work across Kingfisher Schools Trust to promote and secure high levels of attendance and punctuality for all pupils. The postholder will work closely with school leaders, staff, pupils, and families to reduce persistent absence, improve engagement, and ensure compliance with legal requirements relating to school attendance. They will liaise with the Director of Education and lead training and development of staff on attendance-related matters.

Key Responsibilities:

Strategic and Operational Duties

- Support the Trust's strategic vision for excellent attendance, working within statutory and safeguarding frameworks.
- Monitor attendance data across the MAT to identify patterns, concerns, and pupils at risk of poor attendance.
- Monitor the accuracy and consistency of attendance registers and coding practices across Trust schools, advising leaders on statutory attendance regulations and DfE requirements.
- Work collaboratively with school leaders, pastoral staff, and safeguarding teams to deliver interventions.
- Contribute to the development of policies, procedures, and systems to promote high standards of attendance.
- Design and deliver attendance training, guidance and professional development for school leaders, attendance staff and other relevant colleagues.

Casework and Direct Support

- Undertake casework with identified pupils and families where attendance is a concern.
- Coordinate and monitor intensive support plans for persistently absent and severely absent pupils, ensuring timely intervention and review.
- Hold regular attendance meetings with parents/carers to discuss barriers, set targets, and agree action plans.
- Deliver the statutory/legal wording to parents (following appropriate training and accreditation) to ensure families understand their responsibilities under education law.
- Conduct home visits where necessary to engage families and support pupils back into education.
- Provide guidance and practical support to parents to help overcome issues impacting attendance (e.g., transport, health, routines).
- Support schools in developing, implementing and evaluating attendance improvement plans for individuals, groups and cohorts of pupils.

Compliance and Legal Duties

- Prepare reports and evidence for legal interventions, such as penalty notices and prosecutions, ensuring compliance with statutory guidance.
- Attend court proceedings and give evidence where required.
- Maintain accurate casework records in line with Trust and local authority requirements.
- Support schools in identifying and tracking Children Missing Education (CME), ensuring referrals are made promptly to the Local Authority in accordance with statutory guidance.
- Support schools in completing attendance enquiries and maintaining robust records where pupils move schools or become unaccounted for.

- Ensure all attendance, safeguarding and casework records are managed in accordance with Data Protection legislation, DGPR requirements and Trust policies.

Partnership and Safeguarding

- Liaise effectively with external agencies (e.g., Social Care, Health, Early Help, Police, Local Authority) to support families and address attendance barriers.
- Work within safeguarding policies and procedures, always prioritising the welfare of the child.
- Act as an advocate for pupils at risk of disengagement, ensuring their voice is heard.

Whilst every effort has been taken to summarise the main responsibilities of this post, the above list is not intended to be exhaustive.

All employees of Kingfisher Schools Trust will:

- Ensure that they adhere to the trust code of conduct and all policies and procedures including those relating to child protection and safeguarding, equal opportunities, health and safety, security, confidentiality and data protection
- Support the school and departmental development plans and positively engage in continuous professional development activities
- Seek advice and escalate more complex issues to the appropriate person within the workplace structure, using discretion as appropriate
- Undertake any other duties in line with their level of responsibility, as reasonably directed by the line manager or the Headteacher or a person acting with delegated authority on their behalf



Person Specification

Essential criteria	Desirable criteria
<u>Qualifications and education:</u> GCSEs Grade C/4 above in English and Maths	Relevant professional qualifications
<u>Experience and knowledge:</u> - Experience of working in an education, safeguarding or family support context. - Knowledge of legislation and statutory guidance relating to school attendance - Knowledge of safeguarding legislation, Keeping Children Safe in Education (KCSIE) and the relationship between attendance and safeguarding - Experience of working effectively with vulnerable families and external agencies. - Strong communication and interpersonal skills, with the ability to challenge and support parents effectively. - Competence in using a MIS and other attendance tracking systems. - Ability to analyse attendance data and produce clear reports. - Commitment to safeguarding and promoting the welfare of children and young people. - Ability to travel between Trust schools as required, holding a full UK driving licence	- Previous experience as an Educational Welfare Officer or Attendance Officer. - Ability to deliver the legal wording to parents (training will be provided if not already held). - Experience of preparing evidence for legal proceedings related to attendance. - Experience of delivering training to a staffing team. - Knowledge of DfE attendance hubs and current national priorities. - Knowledge of multi-agency working and early help processes. - Relevant qualification in education, social care, or a related field
<u>Skills and behaviours:</u> - Ability to establish and maintain good relationships with pupils, colleagues, parents and carers. Ability to work flexibly to meet deadlines and prioritise to manage own workload - Good verbal, written and problem-solving skills - Ability to work independently and as part of a team, to stay calm under pressure and to meet deadlines - Meticulous attention to detail, able to utilise systems and data effectively - Able to prioritise conflicting demands whilst managing a diverse and demanding workload - An understanding and commitment to the protection and safeguarding of children and young people - Highly organised, with strong interpersonal skills and the ability to communicate with a wide range of contacts effectively and professionally - Proactive and flexible, able to approach challenges pragmatically to ensure the best outcome for pupils, parents, carers and the wider school team - Good interpersonal skills and able to maintain confidentiality, always acting in a professional manner.	
<u>Professional development:</u> Commitment to continuing professional development	