

## Attendance Officer – Job Description

Reporting to: Assistant Headteacher

Liaising with: Parents, students, visitors, colleagues, external suppliers and members of the public/local community

Band/ Scale: OLOL Band 3, Scale Points 6 - 9

Hours of Work: 37 hours per week, term time only

### Core Purpose

The Attendance Officer plays a key role in promoting excellent attendance and punctuality across the school, ensuring that all students are supported to achieve their full potential. Working in line with the school's Catholic ethos, the postholder will build strong relationships with pupils, families, and external agencies to remove barriers to attendance and uphold high expectations.

### Specific areas of responsibility:

#### Attendance Monitoring and Intervention

- Monitor, track, and analyse student attendance data daily, identifying patterns of concern.
- Follow up on absences promptly, including first-day calling procedures.
- Challenge and support families where attendance falls below expectations.
- Arrange and lead attendance meetings with parents/carers and students.
- Place students on attendance plans and regularly review progress.
- Maintain accurate and up-to-date attendance records and documentation.
- Produce half-termly reports for the Assistant Headteacher, Headteacher and Governing Body.
- Attend and present at strategic meetings with the Assistant Headteacher and Headteacher to review attendance processes and procedures to facilitate improvements.

#### Communication and Family Engagement

- Act as a key point of contact for attendance-related queries, including taking calls from parents/carers.
- Build positive, professional relationships with families while maintaining high expectations.
- Provide clear guidance and challenge where attendance concerns persist.

#### Multi-Agency Working

- Liaise with the Local Authority regarding attendance concerns and statutory processes.
- Work closely with the Education Inclusion Officer to support targeted students. Prepare referrals and supporting evidence for external agencies where appropriate,



using the online portal for penalty notices.  
Attend multi-agency meetings as required.

### **Safeguarding Responsibilities**

- Be an active member of the school's safeguarding team.
- Hold (or be willing to obtain) Level 3 Safeguarding training.
- Identify and report safeguarding concerns in line with school policies.
- Recognise the link between attendance and safeguarding and take appropriate action when concerns arise.

### **Pastoral Support**

- Work closely with Year Leaders to support student wellbeing and attendance improvement.
- Contribute to pastoral strategies for vulnerable or persistently absent students. Support reintegration plans for students returning from prolonged absence.

### **Medical and First Aid**

- Provide first aid support to students and staff (training provided if necessary).
- Safely hold, manage, and administer student medication in line with school policies. Maintain accurate medical records and ensure compliance with health and safety procedures.

### **Additional Duties**

- Perform any task or duty under the reasonable direction of the Headteacher.
- Any other role agreed with the Headteacher in line with current PayScale.

## Person Specification

### A. Training and Qualifications

Five GCSEs including a minimum of GCSE grade C in Maths and English (Essential)

### B. Experience

Experience of working in a busy admin or secretarial position (Essential)

Experience of working in a school office (Desirable)

### C. Professional Knowledge and Skills

A commitment to continual professional development (Essential)

Excellent ICT skills (Essential)

Excellent verbal and written communication skills (Essential)

Excellent planning, organisation and negotiation skills (Essential)

Knowledge of school administrative systems (Desirable)

Knowledge of attendance systems in a secondary school (Desirable)

### D. Personal Attributes

Willingness to support Catholic life in schools (Essential)

Professional, friendly and approachable; able to relate well to staff, students and visitors (Essential)

Excellent telephone manner (Essential)

Able to adapt to changing circumstances and new ideas (Essential)

Attention to detail (Essential)

Can-do attitude and solution-focused approach (Essential)

Ability to be respectful and promote equality of opportunity and diversity (Essential)

### E. Safeguarding

Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation (Essential)

*The Our Lady of Lourdes Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.*

*The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.*

*Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.*