

## **JOB DESCRIPTION**

### [Chingford Academies Trust](#)

<b>Title of Post:</b>	Attendance and Student Welfare Officer
<b>Grade/Pay Range:</b>	Scale 5 (spinal points 12-16), £26,476-£28,066 (Actual Prorated salary)
<b>Hours:</b>	33.75 hours p/w, 45.26 weeks per year (term time only + 5 Inset days) 08.30-16.00 including 45 minute unpaid lunchbreak (time to be agreed based on the needs of the service)
<b>Department:</b>	Admin
<b>Responsible to:</b>	Executive Assistant to the CEO/Office Manager
<b>Responsible for:</b>	None
<b>Key Contacts:</b>	Internal – Staff/Pupils; External – Parents and Statutory Agencies

The Attendance and Student Welfare Officer plays a central role in promoting a culture where excellent attendance is understood, valued and actively supported across the school. Working closely with other members of the Admin team, the postholder is part of a proactive, student-focused Attendance Team committed to removing barriers to attendance and ensuring that every pupil is able to access their education fully.

The work of the team is overseen by an SLT Lead, whose guidance ensures clear direction, strong professional collaboration and consistency of practice. Leaders at all levels, together with teaching and support staff, work collectively to improve attendance, recognising that high-quality partnership work with families, staff and external agencies is essential to securing the best outcomes for our students.

#### **FACILITIES AND RESOURCES**

The school provides outstanding facilities for teaching and support staff, including designated classrooms and offices.

#### **LINE OF RESPONSIBILITY**

The postholder is directly responsible to the Executive Assistant to the CEO/Office Manager and will work closely on a daily basis with the SLT Lead for Attendance. They will also liaise regularly with the SLT Lead for Attendance to ensure a consistent, coordinated approach to improving student attendance across the school.

#### **JOB PURPOSE**

- To provide effective management of attendance and to maintain the welfare and pastoral support of students
- To support the Trust in all matters relating to attendance, student welfare and behaviour and child protection issues

The Attendance and Student Welfare Officer will be a central part of the attendance and pastoral teams, working closely with senior leaders and external agencies to support

students and parents of Chingford Academies Trust. This role will also undertake analysis of attendance trends, patterns, monitoring and reporting.

## **MAIN DUTIES / RESPONSIBILITIES**

### **Attendance Monitoring and Improvement**

- *Follow up lack of response to first day and persistence absence*
- Monitor attendance of all pupils and implement strategies to improve attendance and punctuality
- Support attendance, integration or reintegration of students
- Support the implementation of the Attendance Policy and procedures
- Set and monitor attendance and punctuality targets with the Vice Principal
- Deliver daily provision such as assemblies or late-gate duty to improve attendance and punctuality
- Analyse and update line manager and pastoral teams on attendance, punctuality and exclusion performance
- Maintain accurate records of attendance actions, including missing marks or unexplained absences
- Administer Fixed Term Penalty Notices as required
- Prepare details for legal cases with external partners (e.g., EWO service).

### **Student Welfare, Safeguarding and Behaviour Support**

- Ensure students' welfare needs are met so they feel safe and secure in school and at home
- Conduct welfare checks, maintain records, prepare assessments, reports and statistics
- Support students exhibiting difficult, aggressive or distressing behaviour
- Assess individual pupil needs and implement support, including referrals to external agencies
- Prepare and present information on pupils' educational and pastoral needs to internal behaviour and attendance groups
- Prepare and review support plans with senior leaders and pastoral teams
- Make referrals and liaise with Social Services regarding child protection matters; attend PEP, core group and child protection meetings
- Administer first aid when required
- Participate in evaluation and review of pupil support plans.

### **Parent, Carer and Family Engagement**

- Establish and maintain positive links with parents/carers, including supporting parenting or accessing external support
- Liaise with parents and alternative provision services to ensure educational and pastoral needs are met
- Contact and work with parents/carers regarding absence, lateness and truancy; evaluate interventions and plan next steps
- Make home liaison visits to discuss support strategies and behaviour concerns

- Plan and deliver school-based workshops for parents/carers to support parenting skills
- Discuss pupils' educational needs with parents and support them in selecting alternative courses.

### **Multi-Agency and External Partnership Working**

- Establish and coordinate links with external agencies for pupils with behavioural, emotional or child protection needs
- Liaise with external education providers regarding attendance, behaviour and academic progress
- Organise placements and work directly with providers, school liaison, parents/carers and pupils to address issues
- Be an advocate for students and families, working with colleagues and agencies to develop solutions to attendance or welfare issues.

### **Home Visits and Outreach**

- Arrange and complete home-based visits for attendance concerns
- Make home visits to discuss behaviour support strategies
- Conduct welfare checks and follow-up visits as required.

### **Reporting, Record-Keeping and Administration**

- Prepare reports for senior leaders upon request
- Maintain accurate records of all actions related to attendance and welfare
- Prepare documentation for legal cases
- Participate in evaluation and review of pupil support plans
- Undertake typing, word processing, photocopying, filing and IT-based tasks
- Provide administrative and organisational support to staff including cover of Reception/front-desk as required
- Take minutes when required.

### **GENERAL**

- These above mentioned duties are neither exclusive nor exhaustive and the post-holder may be required to carry out other duties as required by the Trust
- Always to perform duties in all elements of the role in a professional manner and with integrity, mindful of confidentiality as appropriate
- To be committed to, and comply with, all Trust policies
- To comply with all provisions of the Health and Safety at Work Act 1974, any other relevant legislation and with all school Policy and Practice relating to Health and Safety at Work
- To participate in Line Management in line with school policy
- To participate in continuing professional development opportunities as directed or identified through appraisal and ensuring ability to fulfil role effectively

- To manage both internal and external relationships, striving for excellence in stakeholder satisfaction
- To work effectively and successfully in your team within school

**OTHER REQUIREMENTS**

- To have an up-to-date Enhanced DBS Disclosure.

**SAFEGUARDING**

Safeguarding students of the Trust is a priority. All appointments to posts in the Trust are made through stringent adherence to the requirements of 'Keeping Children Safe in Education' (most recent edition). The schools in the Trust maintain a cohort of staff trained in Safer Recruitment and the trained colleague(s) most appropriate to this post will participate in the selection process.

All staff will be trained annually in Child Protection requirements. Cognisant of Part 1 of 'Keeping Children Safe in Education', (most recent edition), staff are required to refer all Child Protection concerns to the Child Protection trained staff team in their school (recognising that they can refer directly themselves to LBWF in extraordinary circumstances). Those trained in Child Protection are identified throughout Trust and school documentation and on the school websites.

Within their work, employees are required to identify, attempt to prevent or at least minimise the risk of interpersonal abuse or violence; safeguarding children, other vulnerable people and themselves. This includes the timely sharing of Information with appropriate colleagues to enable action to be initiated and protection to be afforded to both students and/or colleagues as needed.

All employees are required to be aware of and update colleagues, as appropriate, to comply with current legislation and statutory guidance which will affect their practice in role and must adhere to all policies and protocols of Chingford Academies Trust and their school within the Trust.

Name of Postholder .....

Signature ..... Date .....

**PERSON SPECIFICATION**  
**ATTENDANCE AND STUDENT WELFARE OFFICER**

<b>JOB REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATIONS</b>		
GCSE grade C or equivalent in English and Maths	X	
First aid qualification or willingness to complete this training	X	
Evidence of recent professional development		X
<b>EXPERIENCE</b>		
Experience of working in an educational environment		X
Experience using school MIS systems for attendance management		X
Experience of working in a fast-paced professional environment		X
Experience of using IT packages/software including Microsoft Teams/One Drive		X
Experience managing competing demands and working to tight deadlines	X	
Experience communicating with parents/carers, including those who may be distressed or challenging	X	
Experience producing or assisting with data reports		X
<b>SKILLS, KNOWLEDGE AND UNDERSTANDING</b>		
Excellent organisational and administrative skills	X	
Ability to follow instructions and carry out set duties	X	
Ability to communicate effectively at all levels (students, staff, parents, external partners)	X	
Competent user of IT and efficient administrator	X	
Good interpersonal skills with the ability to remain calm, professional and empathetic	X	
Ability to work in a logical way, prioritising and coordinating tasks	X	
Commitment to ongoing personal development and willingness to undertake appropriate training	X	
Excellent attention to detail and ability to see 'the bigger picture'	X	
Understanding of statutory attendance codes and DfE guidance on school attendance		X
Ability to analyse attendance data, identify patterns, and support reporting processes		X
Understanding of common barriers to attendance and the school's role in supporting pupils and families		X
Ability to maintain confidentiality and appropriate professional boundaries	X	

<b>PERSONAL ATTRIBUTES</b>		
Clear commitment and understanding of the Trust ethos, vision and values	X	
Flexible, proactive and resourceful.	X	
Ability to work as part of a team but confidence and judgment as to when own initiative is required	X	
Commitment to school ethos and direction	X	
High standard of punctuality	X	
Ability to motivate others and to be self-motivated	X	
Calm and organised approach to work including times when under pressure	X	
Commitment to equality, diversity and inclusion	X	
<b>SAFEGUARDING</b>		
Commitment to safeguarding and promoting the welfare of children and young people	X	
Ability to form and maintain appropriate relationships and boundaries with students	X	
Understanding of Safeguarding procedures	X	
Enhanced satisfactory DBS check	X	

This post is exempt from section 4(2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18.

The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found at the Disclosure and Barring Service website.

**The Trust as an employer is committed to safeguarding and promoting the welfare of children and young people as its number one priority. This commitment to robust Recruitment, Selection and Induction procedures extends to organisations and services linked to the school on its behalf.**