



# Job Description



**Job Title:** Attendance and Welfare Assistant

**Reports to:** Attendance and Welfare Officer

**Overall Purpose:** Assisting in promoting high levels of attendance and punctuality by students through:

- Maintaining accurate and relevant records relating to these areas.
- Liaising with students, parents/carers, colleagues and other professionals in relation to student attendance and punctuality.
- Undertaking any other duties at the request of the line manager, which are commensurate with the post.

Key Responsibilities and Objectives	Key Elements
<b>Operational</b>	<ul style="list-style-type: none"> <li>• To establish and maintain effective communication with all students, parents/carers, colleagues and other professionals.</li> <li>• To oversee the registration system.</li> <li>• To monitor late arriving students and deal with queries.</li> <li>• To follow up student absences and lateness on a daily basis and make appropriate referrals.</li> <li>• To identify non attendance patterns and potentially vulnerable students and inform the Attendance Welfare Officer (AWO).</li> <li>• To carry out home visits as required to students causing concern in terms of attendance and punctuality, providing parents/carers with necessary information and making appropriate referrals.</li> <li>• To liaise as required with outside agencies, parents/carers, social workers, other schools and organisations in relation to information and attendance of excluded students, students attending alternative education provision, students attending college part time and to attend to queries as required by the Line Manager.</li> <li>• Co-ordinate punctuality detentions.</li> <li>• First aid duty as required.</li> <li>• Monitor on call requests and contact member of staff on duty. Deal with on calls if no-one available.</li> <li>• To attend Pastoral Team meetings and update team on the current counselling provision.</li> </ul>
<b>Administrative</b>	<ul style="list-style-type: none"> <li>• To ensure the registers are taken daily; details from manual registers are inputted and problems reported as necessary.</li> <li>• Produce a daily report highlighting those registers not taken and email this report to SVP - Pastoral.</li> <li>• To ensure that absentees and late comers are correctly identified on a daily basis and parents/carers are contacted as necessary using Truancy Call.</li> <li>• To follow up absences through requests for notes; update absence information; and file absence notes and/or other information such as doctor's certificates.</li> <li>• To send letters to parents / carers regarding attendance and / or punctuality as required.</li> <li>• To take minutes/notes as required in attendance and/or punctuality meetings and circulate necessary information.</li> <li>• To maintain records and filing systems including student</li> </ul>

	<p>attendance files.</p> <ul style="list-style-type: none"> <li>• To deal with correspondence promptly and as required.</li> <li>• To arrange timetables for counselling sessions and issue appointment cards as necessary (2 week timetable).</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To participate in relevant training and other learning activities and performance development as required.</li> <li>• To keep up to date with developments and changes in legislation and guidance and communicate appropriate information to colleagues.</li> </ul>
<b>Generic Duties and Responsibilities</b>	<b>This will involve:</b>
<b>Child Protection</b>	<ul style="list-style-type: none"> <li>▪ Being responsible for child protection and promoting the welfare of all students and staff, ensuring that they are protected from harm. All staff have a duty of care to ensure that if there are any concerns relating to the welfare or safety of a child their concern is immediately relayed to the Designated Person for Child Protection.</li> </ul>
<b>Green Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) whenever possible in day-to-day work.</li> </ul>
<b>Data Protection</b>	<ul style="list-style-type: none"> <li>▪ Being aware of the school's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held and ensure that all administrative and financial processes comply with this by maintaining records in accordance with the Act's guidance</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>▪ Treating all information acquired through your employment, both formally and informally, in strict confidence.</li> </ul>
<b>Equal Opportunities and Anti Discrimination</b>	<ul style="list-style-type: none"> <li>▪ Understanding, complying and enforcing equal opportunity with the work place. Undertaking any appropriate training and challenging racism, prejudice and discrimination or any unacceptable behaviour.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Being responsible for your own health and safety, as well as that of colleagues, students, parents and visitors. Employees should follow the School's Health and Safety Policy and Procedures, co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to the management.</li> </ul>
<b>Contributing as an effective and collaborative member of the school team</b>	<ul style="list-style-type: none"> <li>▪ Participating in training to be able to demonstrate competence.</li> <li>▪ Participating in first aid training if required.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the school and department improvement plans.</li> <li>▪ Championing the professional integrity of the school.</li> <li>▪ Supporting teaching and learning focus, best value and electronic management of processes.</li> <li>▪ Actively sharing feedback on school policies and interventions.</li> <li>▪ Undertaking any other reasonable request as required.</li> </ul>
<b>Professional Standards</b>	<ul style="list-style-type: none"> <li>▪ Supporting high uniform standards by maintaining smart appearance and dress appropriate to the job for which staff have been employed (Principal's decision is final).</li> <li>▪ All staff should arrive on time to commence their duties as</li> </ul>

	<p>described by contracts.</p> <ul style="list-style-type: none"> <li>▪ All staff are expected to attend on the days covered by their specific contract. When unable to do so the school should be contacted at the earliest available opportunity, advising the reason and when they will return and report to their line manager on return to work.</li> <li>▪ All staff are reminded that in their behaviour and conduct they are required to be positive role models for young, developing and impressionable minds.</li> <li>▪ All staff are expected at all times to treat each other, parents/carers, students and members of the public with respect.</li> </ul>
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I the undersigned confirm that I agree and understand the duties in this job description.

Name (print) .....

Name (signed) .....

Date .....

# Person Specification

## Attendance Welfare Officer

<b>Essential qualifications</b>	<ul style="list-style-type: none"><li>Studied to the minimum standard of GCSE (Grade A* - C) or equivalent in English and Mathematics.</li></ul>
<b>Desirable qualifications</b>	<ul style="list-style-type: none"><li>Further education qualifications</li><li>First aid qualification</li></ul>
<b>Essential skills and knowledge</b>	<ul style="list-style-type: none"><li>Good standard of numeracy and literacy skills.</li><li>Good verbal and written communication skills.</li><li>Good ICT skills including the ability to proficiently use office computer software including word processing, spreadsheets, database and internet systems.</li><li>Ability to communicate effectively with students, parents/carers, colleagues and external agencies including social services and the police.</li><li>Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li><li>Ability to identify own training and development needs and cooperate with means to address these.</li></ul>
<b>Desirable skills and knowledge</b>	<ul style="list-style-type: none"><li>Good knowledge of the SIMs system and ability to use associated programmes effectively.</li><li>Working knowledge of relevant policies, procedures, codes of practice and awareness of relevant legislation for the management and improvement of attendance and how schools are required to operate within those frameworks.</li></ul>
<b>Essential experience</b>	<ul style="list-style-type: none"><li>General clerical as well as development, management and operation of administrative systems.</li></ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"><li>Experience of working in a secondary school or similar establishment.</li><li>Experience of school attendance related duties.</li><li>Experience of making contact and dealing with external agencies.</li><li>Experience of dealing with first aid situations.</li></ul>
<b>Special conditions</b>	<ul style="list-style-type: none"><li>To undergo a successful enhanced DBS check (formerly CRB).</li></ul>