

Job Description

Job title:	ATTENDANCE OFFICER (Secondary)
Grade & Band:	Grade 7 (Scale point 8 to 12)
Reports to:	Attendance and Student Welfare Manager

Main job purpose

Your job enables everyone to flourish in our communities and beyond by fostering collaborative partnerships with families and staff, demonstrating deep respect for every student's individual journey, and maintaining high expectations that ensure no child is left behind in achieving excellent attendance and personal success.

Working under the direction of the line manager, the Attendance Officer will oversee, track, and drive improvements in student attendance and punctuality across assigned year groups. Serving as the primary point of contact for attendance reporting, the postholder will deliver responsive communication to families and collaborate with key school staff to remove barriers to attendance, ensuring school standards consistently exceed national benchmarks.

Main responsibilities and duties

1. Operational & Data Administration

- Follow the Attendance policy and send out letters as required
- Accurately record attendance and punctuality data of students in designated year groups.
- Maintain and communicate an accurate system for students signing in/out of school
- Assist with and check records prior to the census to ensure school attendance data is accurate and up to date
- Provide regular updates for staff on student attendance
- Monitor the attendance of vulnerable groups of students and liaise with the staff and the SEND department
- Generate termly attendance reports for the Trust and Senior Leadership Team

2. Student & Family Support

- Act as a responsive point of contact for parental attendance enquiries
- Make timely daily contact with families, particularly those of vulnerable students
- Assist line manager to coordinate multi-agency support where appropriate
- Work with groups of students using regular attendance checks and parental contact to improve attendance

3. Staff Communication & Student Attendance Support

- Support line manager in overseeing new intake attendance data, liaising with feeder schools to identify and plan for attendance concerns prior to student transfer
- Assist with the identification of students who will receive support to improve their attendance record
- Work with pastoral staff, meeting regularly to discuss attendance and individual student plans
- Work with school reception staff to monitor students arriving and leaving during the school day

4. Safeguarding Responsibilities

- Support the Senior Leadership Team through:
 - a) Reinforcing high expectations and targets for attendance
 - b) Supporting in referrals relevant to the suitable provision for students with specific needs
 - c) Supporting tutors through contact with parents on their behalf if appropriate
 - d) Receiving calls and ensuring a speedy response to parental attendance enquiries
- Contribute to the development and implementation of supportive strategies to encourage improved student attendance, punctuality, behaviour, and academic success by:
 - a) Acting upon information from staff and parents to develop a pro-active response to absence
 - b) Working with other colleagues
 - c) Offering individual student support
 - d) Ensuring appropriate record-keeping and strategic analysis
- Promote and safeguard the welfare of children and young people in accordance with the Trust/school's safeguarding and child protection policy.
- Any other reasonable tasks as are required from time to time at the discretion of the Headteacher.

Role Specific Competencies (ARC)

Autonomy

Level of supervision:

Works under the direction of the line manager. .

Frequently deals with non-routine queries and forwarding the matter to appropriate staff where necessary.

Workload & time management:

Required to establish the importance and urgency of contacts made. Must work to deadlines, prioritising own workload and the allocation of information.

Responsibility

Statutory responsibility:

Maintain data integrity ensuring student attendance records are accurate.

External relationships:

Daily contact by telephone/face to face with Headteacher/Staff/Students/Parents and other visitors to the school.

Complexity

Knowledge & expertise:

Excellent administration and communications skills are required to fulfil this role, ideally with NVQ 2/3 or equivalent in Administration.

Challenge & breadth of role:

Managing sensitive, highly confidential, and often complex attendance barriers with families and external agencies, while balancing daily high-volume operational tasks, strict statutory deadlines, and shifting priorities across multiple year groups in a fast-paced school environment.

Operational requirements & working environment
Working in a busy office environment.
The post requires movement across a large school site and is subject to frequent interruptions.

PERSON SPECIFICATION		
Required Qualifications	ESSENTIAL	Desirable
5 GCSEs including English and Maths (min level 4 or equivalent experience/ vocational qualification)	X	
National Vocational qualification Level 2/3 or equivalent in Administration		X
Required Experience	ESSENTIAL	Desirable
Previous experience of working in (office administration)	X	
Experience of following procedures and processes	X	
Experience of working in an educational environment		X
Experience of using Arbor MIS system		X
Previous Experience in a similar role		X
Required Skills & Knowledge		
Excellent administrative and organisational skills	X	
Strong communication and interpersonal skills	X	
Methodical with good attention to detail	X	
Excellent numeracy and literacy skills	X	
Ability to multi task to meet deadlines	X	
Builds positive, collaborative relationships with all colleagues	X	
Ability to promote the school & Trust across the wider community	X	
Fluency in English	X	
Required Personal Qualities	ESSENTIAL	Desirable
Values-led: Collaborative, Ambitious, Respectful	X	
Team player	X	
Flexible and adaptable	X	
Positive attitude	X	
Quick learner	X	
Ability to stay focussed	X	
Tenacious and self motivated	X	
Calm under pressure	X	
Ability to work independently and as part of a team	X	
Discretion (maintaining confidentiality)	X	

Compassionate and inclusive	X	
Safeguarding	ESSENTIAL	Desirable
Good knowledge of relevant Safeguarding procedures	X	
Commitment to adhere to the Trust's Safeguarding & Child Protection Policy	X	
Good awareness of potential Safeguarding issues		X

General Responsibilities - All staff must:

- **Safeguarding:** Be familiar with our safeguarding policy and be committed to safeguarding and promoting the welfare of children and young people.
- **Trust Commitment:** Contribute to and support the Trust's values, ethos, and vision.
- **Confidentiality:** Maintain strict confidentiality at all times. Throughout your employment, you may have access to, or encounter, confidential information regarding school operations and/or the personal and medical details of students and staff. Under no circumstances should this information be shared with, or disclosed to, any unauthorised individual or organisation.
- **Health and Safety:** Comply with all relevant legislation and the Trust's health and safety policy and priorities. This includes taking reasonable care of your own health and safety, as well as the health and safety of others, as required by law.
- **Equality and Diversity:** Demonstrate commitment to, promote, and be familiar with the Trust's equality and diversity policy in employment and service delivery.
- **Data Protection:** Ensure personal and sensitive information is processed lawfully, securely, and in full compliance with current UK data protection laws. Unauthorised processing, access, or disclosure of personal data is strictly prohibited and may result in disciplinary action.
- **Professional Development:** Participate actively in required training, learning activities and performance management.
- **School Activities:** Participate actively and flexibly in a range of school activities.

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being proposed. This review will be carried out in consultation with the post-holder before any changes are implemented.

Job description prepared by:	Central HR Team	Last revised date:	July 2026
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