



JOB DESCRIPTION

Job Title:	Attendance and Pastoral Officer
Hours of Work:	Monday – Friday 8.00 am-5.00 pm, 36 weeks per year (term time including INSET days, plus two weeks to be agreed in advance with line manager in line with the operational requirements of the role/school)
Responsible To:	Deputy Head Pastoral (pastoral aspects of role) Deputy Head Safeguarding (attendance and safeguarding aspects of role)

Role overview

You will provide cohesive and comprehensive support for the attendance, safeguarding and pastoral functions of the school, working closely with the school's Senior Attendance Champion (Deputy Head Safeguarding), the Deputy Head Pastoral and the wider pastoral team including Heads of Year and form tutors to bring all of these strands together.

Situated in the heart of the school (office location to be confirmed), contact with students will be regular and frequent both in a reactive sense, but more crucially as a matter of proactivity so that you truly complement the work of the wider pastoral team. Therefore, crucial to the success of this post will be the ability to form rapport with students, as well as being in possession of excellent administrative skills which will be required for tasks such as minute taking, and in recording and reporting student attendance/punctuality accurately.

Analytical skills will be important in identifying and recognising trends, as will the ability to communicate and build professional relationships with stakeholders such as parents and external agencies. Being the custodian of highly sensitive information and data means that discretion and confidentiality will be paramount in this role.

Attendance

Under the leadership of the school Senior Attendance Champion (DH Safeguarding), and working closely with Heads of Year and form tutors.

- Record and monitor pupil attendance and lateness on a daily basis, using the School's MIS system (iSAMs).
- Maintain meticulous records of student attendance, including authorised and unauthorised absences.
- Physically register all students arriving after registration, undertaking conversations with students and following up where appropriate.
- Follow up on absences and lateness, physically locating students where necessary and escalating to appropriate colleagues when an absent student cannot be located.
- Seek the reason for all unexplained absences, contacting parents/guardian and recording information and notes accurately on the database.
- Check accuracy and coding on registers, resolving instances of missing or incorrect marks/coding.
- Follow up with any form tutors or staff where registers are not taken or are taken incorrectly, escalating to the appropriate senior leader where repeat incidences are occurring.

- Work with students who have attendance issues to provide encouragement and support in returning to regular attendance.
- Identify individuals and groups of students that require additional support to improve their levels of attendance and punctuality, formulating strategies with colleagues accordingly.
- Undertake and distribute weekly reporting, liaising with Heads of Year and Deputy Heads to identify trends and issues with individuals and groups of students, agreeing next steps and courses of action accordingly.
- Meet with students and parents to resolve issues at early stages of the attendance policy, escalating more complex cases where required.
- Liaise with senior colleagues in making appropriate referrals to external agencies.
- Triangulate attendance, pastoral and safeguarding data, ensuring it is recorded on the appropriate platforms such as iSAMS and CPOMs.
- Ensure the school's Attendance Policy and statutory guidance is adhered to, supporting the DH Safeguarding with any necessary updates or amendments to associated policies.
- Undertake regular monitoring exercises of the attendance module to ensure data is accurate and comprehensive.
- Provide data and reports for Heads of Year, senior leaders and the Board, liaising with the Data Manager where required.
- Prepare data for school inspections or external audits as required.
- Support the Data Manager with the completion of statistical returns for attendance data (ie. school census).
- Keep abreast of statutory guidance and government guidelines.

Pastoral

Under the leadership of the DH Pastoral, and working closely with the pastoral and safeguarding teams.

- Provide wraparound pastoral presence during term time, acting as the first point of enquiry for students, in triaging priorities for the pastoral team.
- Attend meetings, including Heads of Year and safeguarding committee, working with relevant Deputy Head leads to record and distribute minutes of said meetings.
- Organising and scheduling counselling appointments, liaising with counselling on changes regarding personnel, informing HR accordingly to ensure all vetting checks are in place.
- Be the custodian of student safeguarding records, ensuring files are stored and recorded appropriately and sent on to other schools when students leave Woldingham.
- Use CPOMS to record appropriate information in relation to safeguarding concerns.
- Undertake data entry tasks on CPOMS for the pastoral team where required.
- Liaise with the Data Manager on CPOMS related queries.
- Support the work of the safeguarding team by undertaking safeguarding training.

General

- Provide general administrative support, when required.
- Support with Reception cover, if required.
- Promote and safeguard the welfare of children and young people in accordance with the Safeguarding Policy.

Person Specification

Essential
Qualifications
<ul style="list-style-type: none"> At least five GCSEs, including English and Mathematics.
Operational Excellence
<ul style="list-style-type: none"> Prior experience as an attendance officer and/or in a pastoral support role. Experience of working, and building rapport, with young people. Good organisational skills; ability to plan, coordinate and establish priorities. A creative problem-solver; attention to detail. Capability to follow through quickly and efficiently with all tasks. Strong and accurate administrative and data inputting experience. Understanding of the importance of confidentiality and the ability to deal with sensitive and personal information with discretion and sensitivity. Excellent interpersonal and verbal communications skills; good telephone manner; ability to establish harmonious links with stakeholders at all levels. Dynamic, an operational 'go getter', who thrives on managing competing demands with the ability to prioritise. Excellent minute taking. Fluent and accurate written and spoken English. Excellent ICT Skills, including proficiency in Microsoft Office.
Personal Behaviours
<ul style="list-style-type: none"> An outgoing, confident, affable and positive personality. A pro-active person of integrity, drive, energy, stamina and discretion. Capable of using own initiative. A good team worker who is able to work collaboratively with stakeholders at all levels of the organisation. Self-motivated, enthusiastic and committed to supporting senior colleagues and the wider pastoral team. Proactive, team player who is happy to get involved in all aspects of school life. Contribute to the maintenance of a positive and supportive work culture; being prepared to assist colleagues during peak workload periods and to cover other duties on an occasional basis as reasonably required by the School.
Ethos and Whole School Values
<ul style="list-style-type: none"> Committed to operating as part of the School community. Committed to the Sacred Heart Values. Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.
Safeguarding and Pastoral
<ul style="list-style-type: none"> Committed to safeguarding and promoting the welfare of children and young people. A satisfactory Enhanced Disclosure from the DBS.

It would be desirable for the successful candidate to hold a Bachelor's degree/Level 5 qualification and/or DSL certificate.



Terms and Benefits

- **Start Date:** ASAP
- **Hours of Work:** Monday – Friday 8.00 am-5.00 pm, 36 weeks per year. (Term time including INSET days, plus two weeks to be agreed in advance with line manager in line with the operational requirements of the role/school)
- **Salary:** £23,702.64 - £26,286.78 (FTE £30,388 - £33,701) dependant on skills and experience.
- **Holiday:** The holiday entitlement is 5 weeks per year plus public holidays (Pro rata).
- **Pension:** The successful candidate will be auto enrolled into the School's pension scheme, which includes life assurance.
- **Lunch:** A free lunch is available in the dining room each working day when the kitchens are open.
- **Parking:** There is free parking on site.
- **Gym and Pool:** There are staff sessions for use of these facilities.
- **Fees:** Subject to Governors' discretion, school fee remission may be available for dependants of the job holder attending the school. If not already at the school, any child would have to meet all of the usual entrance requirements.