



## **Attendance Officer**

### **Job Description**

- Area** : **Learner Services**
- Salary** : **£23,492 pro rata per annum**
- Hours of Work  
(Full-time/Part-time)** : **37 hours per week, part year working**
- Line Manager** : **Personal Development Manager**
- Responsibility for** :
- : Contribute to the overall improvement of learner attendance;
  - : Undertake daily monitoring of absence data, take appropriate action and support attendance tracking;
  - : Provide support to the Personal Development Tutors to achieve a culture of good attendance;
  - : Undertake safeguarding responsibilities.

### **Main Purpose of Job:**

The postholder will be a member of the learner services team, to support with college attendance by monitoring and managing absences on the college systems e.g college Absence App, taking appropriate action and ensure attendance data is accurately recorded. Monitoring notified absences daily and liaise with the wider Learner Services team to ensure vulnerable and safeguarded learners are picked up swiftly. Preparing and providing reports for the wider Learner Services team. Dealing with attendance enquiries from parents and carers and learners, taking appropriate action and liaising with staff to improve learner attendance and ensuring effective communication and liaison with staff, in order that the service;

- Meets the needs of learners, employers and other stakeholders;
- Is of the highest possible quality in terms of learner outcomes and learner/employer satisfaction;
- Is effective, efficient and provides excellent value for money;
- Reflects the vision, mission, aims and values of the College;
- Is innovative, developmental and sector leading; and
- Promotes a culture of excellence and equality.

### **Key Duties and Responsibilities:**

- (1) Monitor absence information from the absence app, online and phone systems throughout the day and ensure college systems are regularly updated. Ensure effective communication and liaison to support learner services.
- (2) Access, read and analyse absence data throughout the working day to gain insight into attendance issues and provide advice and support on follow up actions to the Personal Development Tutors.

- (3) Take appropriate action where an absence could indicate a missing child or a learner at risk and report concerns to the Designated Safeguarding Lead immediately to initiate further action.
- (4) Make direct contact with learners to ascertain reasons for un-certified absences and liaise with parents/carers to raise concerns.
- (5) Seek innovative solutions to specific attendance issues in liaison with curriculum areas, PDTs, Learner Services, and where appropriate, parents/guardians and external agencies.
- (6) Where necessary, assist with the monitoring of learners with poor attendance including learners on a contract of expectations and escalate attendance concerns to Personal Development Tutors, Assistant Directors and staff to follow up.
- (7) Prepare and issue regular reports on absence trends to the Personal Development Manager.
- (8) Arrange and organise the attendance meetings with learners, parents and relevant staff in line with the attendance escalation procedure

**Generic Duties and Responsibilities:**

- (9) Promote a culture of innovation, excellence and equality.
- (10) Reflect the vision, mission and values of the College.
- (11) Manage all delegated resources and budgets flexibly and efficiently in accordance with allocation.
- (12) Contribute to the development of and ensure compliance with all College policies, procedures and agreements.
- (13) To actively contribute to the risk management of the College.
- (14) To positively promote and implement the College's strategies on equality, diversity, safeguarding.
- (15) Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
- (16) Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
- (17) Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

***This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.***



## Attendance Officer Person Specification

Assessment Method					
Application Form	*Test	Interview	Psychometric Testing	Qualification Certificates	References

\*Test = Skills Test/Knowledge Test/Micro Teach/Presentation

Education and Qualifications					
<u>Essential</u>					
• GCSEs including Grade C (4/5) or above in Maths & English ( <i>or equivalent</i> )	✓			✓	
• Level 2 IT qualification ( <i>or equivalent</i> )	✓			✓	
<u>Desirable</u>					
• Evidence of relevant continuous professional development	✓		✓	✓	
• ECDL ( <i>or equivalent</i> )	✓			✓	
Skills and Experience					
<u>Essential</u>					
• Experience of working within an office environment	✓		✓		✓
• Experience of using spreadsheets, databases and inputting data	✓		✓		✓
• Experience of monitoring and review systems including filing and maintaining records	✓		✓		
• Experience in liaising with members of the public and problem solving	✓		✓		✓
• Experience of dealing with people at different levels of the organisation	✓		✓		✓
• Knowledge of day to day office procedures	✓	✓	✓		
• Good digital literacy skills	✓	✓	✓	✓	
<u>Desirable</u>					
• Experience in setting up computerised administrative systems	✓		✓		
• Experience in note-taking at meetings	✓		✓		
• Work experience in a College environment	✓	✓	✓		
Personal Attributes					
<u>Essential</u>					
• Excellent interpersonal and communication skills with the ability to develop positive working relationships at all levels ( <i>internally and externally to college</i> ) and to translate ideas into actions	✓		✓		✓

Assessment Method					
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Personal Attributes (Continued)					
• Emotional intelligence, self-awareness and confidence		✓	✓		
• Accuracy and attention to detail	✓	✓	✓		
• Excellent organisational skills with the ability to self-manage, prioritise and work effectively under pressure	✓	✓	✓		✓
• Able to work collaboratively within a team	✓		✓		✓
• Flexible approach to working	✓		✓		✓
• Demonstrate knowledge of and commitment to equality of opportunity and treatment for all members of the college community	✓		✓		
• Commitment to on-going professional development	✓		✓		
• Ability and willingness to travel within the local area			✓		
• Ability to work with minimum supervision			✓		
• An understanding and respect for confidentiality			✓		
• An understanding of their responsibilities relating to the safeguarding of young people and vulnerable adults	✓		✓		
Other Requirements for Employment					
<u>Essential</u>					
• Enhanced DBS check					