

Post Title: Attendance and Family Support Officer
School: The Highfield School
Grade: H7-H8
Hours: 37 hours Term-time plus INSET
Responsible to: Deputy Headteacher

Job Purpose

1. To be responsible for maintaining and supporting excellent school attendance for all students.
2. To work with students, parents and professionals including Heads of Year, Pastoral Team, Trust Attendance Team and external agencies.
3. To monitor and promote student attendance using the School's Management Information system.

Main Areas of Responsibility

- Be the first contact for all attendance and punctuality issues within the school.
- Be responsible for the daily check on students' attendance and those at risk of non-attendance.
- Follow up all absences with the First Day response process using the School's Management Information system and record any issues on CPOMS.
- Chase up reasons for absence using agreed systems and update the electronic registers.
- Complete daily coding checks on registers.
- Complete attendance clinics with students of concern.
- Create and send attendance letters to parents and carers.
- Produce daily fire registers and conduct attendance monitoring for fire drills.
- Participate in, and promote, the school reward system in relation to attendance.
- Liaise with the Trust Attendance Team and other support services to improve attendance rates.
- Identify and implement strategies for pupils that require additional support to improve their levels of attendance and punctuality.
- Produce and interpret statistical data relating to attendance.
- Provide regular updated attendance data for school staff.
- Complete data analysis with HOYs and agree actions and interventions.
- Keep up to date with current technology and oversee the training of staff in attendance and registration issues.
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality, data protection and school attendance.
- Be available to accompany staff on home visits for individual students.
- Complete Hertfordshire County Council statutory forms as required.
- Complete the leave of absence request process.
- Complete documentation for fixed penalty notices and the legal process for poor school attendance.
- Attend and participate in attendance meetings as required.

- Report any welfare and/or child protection concerns as per school policies and procedures.
- To identify pupils and families in need of additional support and promote effective home-school partnerships.

Knowledge, Experience and Training

1. A commitment to the best interest of our young people and an ability to relate well to children and adults.
2. Experience of working within a busy environment
3. Be willing to work as part of a team, with an understanding of school roles and responsibilities.
4. Excellent interpersonal and communication skills.
5. Be able to use initiative and work without supervision.
6. Be able to work under pressure.
7. Understanding and respect for confidentiality in relation to all issues connected with this role.
8. Excellent IT literacy when working with IT packages, Word and Excel.

Whilst every effort has been made to explain the accountabilities and responsibilities for this post, each individual task may not be identified.