

Generations Multi Academy Trust Goffs Academy



Attendance and Administrative Support Apprentice

Required for September 2024

Information for Applicants





Attendance and Administrative Support Apprentice

Full-time, term-time only plus two weeks

Core hours: 8.00am – 4.00pm (3.30pm finish on a Friday), with one day a week allocated to study

Salary: £14,509pa (£16,591 full-time equivalent)

The successful candidate for this post will support the work of the Attendance Officer in ensuring all attendance monitoring procedures and administration tasks are carried out efficiently and effectively. They will also provide general administrative support to the wider school.

The ideal candidate will be able to demonstrate:

- Experience of working with young people and/or their families
- Excellent organisational skills, with meticulous attention to detail
- Excellent interpersonal skills

In return, Goffs can offer you:

- Funding and support to undertake a Level 3 qualification in Business Administration
- The opportunity to be part of a highly supportive, collaborative and committed team of staff, to support your professional development
- A new £20million school building, opened in January 2017, with additional new facilities which opened in April 2022
- A school described by Ofsted as being one where “students work together exceptionally well,” and where “students are overwhelmingly enthusiastic about school”

Please contact the HR department on 01992 624375, or by email at recruitment@generationsmat.herts.sch.uk for further details.

Closing date for applications: 9.00am, Monday 8th July 2024

Interviews: Week beginning 8th July 2024

The Trust reserves the right to hold interviews prior to the deadline for the right candidate, therefore early application is encouraged.

Generations Multi Academy Trust is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Please note that this role ‘exempt’ from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not ‘protected’ (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Further information is available on the school’s website.



JOB DESCRIPTION



Generations Multi Academy Trust Job Description

JOB TITLE:	Assistant Attendance and Administrative Support Officer
LOCATION:	Predominantly based at Goffs Academy, with deployment to other Trust schools, as required by the business
SALARY:	£14,509pa (£16,591 full-time equivalent)
WORKING HOURS:	8.00am – 4.00pm Monday – Thursday (with a half hour unpaid break) 8.00am – 3.30pm Friday (with a half hour unpaid break), with one day a week allocated to study Term-time only plus two weeks which means being in school for the 38 weeks of term then working the additional two weeks over school holiday periods
PURPOSE OF YOUR JOB:	<ul style="list-style-type: none">• To support the work of the Attendance and Parent Support Officer, in ensuring all attendance monitoring procedures are carried out efficiently and effectively• To provide general administrative support linked to this area, including taking queries from students and parents• To support in maintaining accurate student records on Arbor
REPORTING TO:	<ul style="list-style-type: none">• Attendance and Parent Support Officer• Assistant Principal (Personal Development)
STAFF REPORTING TO JOB HOLDER:	<ul style="list-style-type: none">• n/a
CONTACTS WITHIN THE TRUST:	<ul style="list-style-type: none">• Attendance and Parent Support Officer• Student Support Officers• Senior Leaders at Goffs/the Trust• All other teaching and support staff within Goffs/the Trust
CONTACTS OUTSIDE THE TRUST:	<ul style="list-style-type: none">• Hertfordshire County Council regarding attendance matters

	<ul style="list-style-type: none"> • Parents
<p>MAIN TASKS AND RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • To take telephone and email messages and to contact parents regarding student attendance, and record appropriately on the Trust’s data management system (Arbor) • To support the Attendance and Parent Support Officer in monitoring and recording punctuality, checking all registers are complete, and following up any incomplete registers • To monitor emails throughout the day, with regard to student attendance to lessons, highlighting issues to the appropriate member of staff • To support with covering the Student Reception area of the school, taking queries which arise from students and parents, and advising the relevant members of staff • To support with general administration including scanning, photocopying, filing and data entry • Undertake First Aid training to enable support with medical queries where necessary, and be part of the First Aid/medical rota following this • To be responsible for safeguarding and promoting the welfare of children at all times
<p>KNOWLEDGE, EXPERIENCE, SKILLS AND TRAINING TO BE DEVELOPED THROUGH THE APPRENTICESHIP</p>	<p>Knowledge</p> <ul style="list-style-type: none"> • An understanding of the customer services environment, and how this applies when dealing with student and parents in a school setting • The principles of supporting families to engage with school and ensure high attendance • The need to follow the policies, systems and procedures of the Trust • The importance of confidentiality <p>Experience</p> <ul style="list-style-type: none"> • Communicating in a school/Trust environment and/or with various stakeholders to support students/families would be an advantage

	<ul style="list-style-type: none"> • Experience of general administration within an office environment would be an advantage <p>Skills</p> <ul style="list-style-type: none"> • The ability to work unsupervised and to respond promptly to requests for support • The ability to remain calm and work well under pressure • Strong interpersonal skills • Organisation and efficiency • The ability to demonstrate initiative • The ability to monitor and update Information Systems • The ability to provide administrative support in a school environment
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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.

June 2024



PERSON SPECIFICATION



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Apprentice Attendance And Administrative Support Officer

			Assessed by:	
No	Categories	Essential / Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	5 GCSEs (incl. Maths and English Grade 4 (or equivalent))	E	✓	
2.	Post 16 Qualifications i.e. BTEC or A-Levels	D	✓	
3.	Evidence of continuing professional development and training	D	✓	✓
EXPERIENCE				
4.	Experience of working in the education sector or with young people in another setting	D	✓	✓
5.	Experience of completing tasks within tight deadlines	D	✓	✓
6.	Experience of managing multiple demands within a busy working environment	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
7.	Excellent written and spoken communication	E	✓	✓
8.	Excellent time management, with the ability to prioritise and organise work effectively and efficiently	E	✓	✓
9.	Ability to demonstrate tact, sensitivity and discretion	E	✓	✓
10.	Good ICT and record keeping skills	E	✓	✓
11.	Ability to plan and develop effective working systems	E	✓	✓

12.	The ability to form and maintain appropriate and positive relationships with students and adults	E	✓	✓
13.	Ability to maintain strict confidentiality in all matters	E	✓	✓
PERSONAL QUALITIES				
14.	An engaging manner both in person and over the telephone, able to confidently engage with new people and build a rapport	E	✓	✓
15.	A strong commitment to both the school/Trust values and ethos, plus own professional conduct and ethics	E	✓	✓
16.	Commitment to support the school/Trust's agenda for safeguarding and equality and diversity	E	✓	✓
17.	High attention to detail within all areas of work	E	✓	✓
18.	Deal with all stakeholders both positively and pragmatically	E	✓	✓
19.	A firm commitment to continuing professional development	E	✓	✓



INFORMATION ABOUT THE DEPARTMENT



ATTENDANCE AND STUDENT SUPPORT – GENERATIONS MULTI ACADEMY TRUST

The Attendance and Student Support team at Goffs currently comprises of four colleagues. Our Attendance and Parent Support Officer has a wealth of experience in this area, and leads on closely monitoring attendance across the school, and in working with students and families to support them in ensuring consistently high levels of attendance.

Attendance and Student Support is a busy and demanding area of the school. Colleagues deal with a wide range of queries from students and parents, and undertake crucial organisational and administrative tasks which help to ensure the smooth running of the school. The team plays a key role in supporting our students and addressing queries during the school day, and ensuring a caring and compassionate approach is essential.

This post offers an exciting opportunity for an enthusiastic, hard-working individual with good people skills, who is keen to learn essential and highly transferable communication and administrative skills, within an expanding Multi Academy Trust.

You will receive dedicated mentoring as part of supporting your professional development, and will also have the opportunity to network with other apprentices within the Trust. Successful completion of the apprenticeship will see you well placed to take on a permanent position at the Trust should one arise, or to apply for a permanent post elsewhere.



**INFORMATION ABOUT GOFFS
ACADEMY AND THE
GENERATIONS MULTI
ACADEMY TRUST**



Information about the Generations Multi Academy Trust



Welcome to our information pack about the Generations Multi Academy Trust and its current three schools, Goffs, Goffs-Churchgate and Flamstead End School. Generations MAT, GMAT, was established from 1st September 2016. Subsequently, the Trust took over the former Cheshunt School and established Goffs-Churchgate Academy, which is now a thriving secondary, with Flamstead End School joining GMAT on 1st January 2023. We are delighted that Andrews Lane School will join us from 1st September 2024, bringing our

family of schools to two secondaries and two primaries. This post offers a genuine opportunity to work in a school community that changes the lives of the young people we care for.

Both secondaries enjoy extremely high levels of Year 6 applications, with both being fully over-subscribed. Flamstead End primary is another highly successful, thriving and nurturing community, rated “outstanding” by Ofsted. All of the schools are within close proximity of each other and share many activities, including CPD for staff. One of the Trust’s fundamental principles is that no one school is in any way more important or successful than the other. As such, CPD and other events are rotated through all schools in the Trust, with everyone learning from and sharing with each other. This collegiate and collaborative approach permeates our Trust.

From Spring 2023, the MAT opened nursery provision on the Goffs-Churchgate site, with subsidised and term-time only places for staff. The nursery is run by Ashbourne Nurseries - <https://ashbournedaynurseries.com/>

The MAT is extremely clear about its daily purpose, reflected in its motto of “No Set Destiny for Any Child.” All of our schools, leaders and staff fiercely believe in the life-changing nature of education and work tirelessly to that end, day in and day out. There is no set destiny for any of the children in our care; rather, our daily work across the piece allows children to forge new futures and destinies.

The MAT is financially secure. Finances are overseen by a Chief Finance Officer with considerable financial expertise in the private sector, plus a highly experienced Finance Manager. The Trust deliberately created an Income Generation function, and extensive lettings and business development work now takes place across all sites in the MAT. This additional income – now yielding in excess of £500k per annum – underpins generous levels of staffing at both schools, plus many “extras” that would otherwise be unaffordable in the current funding climate. As one example, all teacher loadings were reduced from 19/20 as a direct result of the additional monies coming into the Trust via this income generation work.

Further information about GMAT can be found here: <https://generationsmat.com/>

Goffs is a mixed 11-18 comprehensive Academy with approximately 1,600 students on roll, including a thriving and successful Sixth Form. The school is extremely popular in the local area, with an average of over 800 applications annually for the 240 places available, and significant waiting lists for places across the year groups. On intake, students are of an ability level (KS2 APS) significantly above that of

the national average although the school is a true comprehensive school and admits a good mix of students of all ability levels.

Goffs-Churchgate is a fully mixed comprehensive school from 11-16 years of age, with 605 on roll. Recognising that not all children thrive in large secondary schools, the Trust made a deliberate decision to offer both a larger and much smaller secondary school for local parents to choose between. As such, the decision to cap student numbers at 600 is entirely deliberate, enabling us to maintain a strong sense of community where everybody knows everybody. The school rapidly established a very strong reputation in the area, and is now consistently oversubscribed. In May 2022, we were delighted to have Ofsted grade the school as “good” with outstanding features.



Flamstead End School is a thriving primary school in Cheshunt with approximately 485 children on roll. It has a Preschool, 60-place nursery offering 30 hours provision and two classes per year group from Reception to Year 6. The school has high expectations around achievement and behaviour and is ambitious for pupils. Flamstead End is a 'Therapeutic Thinking' school and seeks to understand and support children's behaviour so that they are able to learn and achieve to the best of their ability. The school

is a tight knit community, with a well-established staff who care for one another and the children in their charge.

Professional Working and Learning Environment

Goffs was among those named as part of a £2billion Government scheme, the Priority Schools Building Programme. As a result, Goffs received a completely new build and facilities, and moved into them in January 2017. The school has further invested in an additional new building, which opened in April 2022, which includes 8 brand-new classrooms, as well as a state-of-the-art fitness centre run by Lifestyle Fitness, with whom we work in close partnership.



This significant investment of funds by the Department for Education is a further recognition of the outstanding work being undertaken by the school, and represents another fantastic opportunity for our community. Our school building provides a light, modern, professional and fit for purpose working environment for all.

Goffs-Churchgate has benefited from brand new facilities, opened in October 2016, including professional teaching and learning facilities for all subjects. The school also benefits from a recently installed 3G playing surface for PE; a gym with a professional sprung floor; a Dance Studio; recent refurbishment of additional classrooms and an indoor swimming pool. The new facilities provide a light, modern, professional, and fit for purpose working environment for all. The Trust has also invested significantly in modernising additional teaching spaces, providing a fantastic environment for our students and staff



Outcomes

Our strategy for continuous school improvement has had huge success and we are actively committed to ensuring that our very popular and successful school, plus the wider MAT, continues as a centre of excellence in the community.

Exam results in 2023 were another year of huge success for **Goffs**. GCSE highlights include:

- Student progress outcomes which remain above national average
- 75% of students achieved grade 4 or more in English and Maths and 55% achieved 5 or more in both
- English grade 4/5 or more: 77%/64%
- Maths grade 4/5 or more: 80%/61%
- Percentage of grade 7 or more in all subjects: 29%

Crucially, students were well supported in progressing onto a range of exciting destinations. The majority of Year 11 students have continued their studies in the Sixth Form at Goffs, with all others securing a place in further education or training. 65% of Year 13 students secured a university or college place to start in autumn 2023.

At A Level, continuing the upward trend of recent years, students achieved another excellent set of exam results, including an overall 100% pass rate. The wide range of university or further education courses onto which students have progressed include Law, History, Geography, Maths, Finance, Physics and Biomedical Science, whilst many other students progressed directly into employment or apprenticeships. Our Sixth Form has an excellent reputation in the local area, over the past three years the numbers of students applying to join our Sixth Form has continued to increase, such that we now have approximately 400 Sixth Formers within our school community.

We are, of course, very proud of these outcomes. Equally, we are clear that they reflect the start of our journey, not the end. As such, we target set in the top 10% of all schools nationally and strive at all times to meet ambitious targets. We are committed to a cycle of continuous improvement and aspiration and are keen to appoint a colleague who shares that vision, determination and a restless quest for even higher outcomes. All of these factors combine to make Goffs a very exciting and rewarding community to be a part of.



Goffs-Churchgate secured an impressive set of GCSE outcomes in 2023. For the third successive year of published performance measures, the score achieved outstanding progress measures which are significantly above National Averages (2023 +0.32, 2022 +0.47, 2019 +0.47).

- The overall P8 of 0.32, remains significantly above the national average
- The outcomes across all the headline measures are comfortably above the national average
- English and Maths progress scores, continue to be comfortably above the national average
- The outcomes in the 'other' element are very strong, and significantly above the national average, with an overall P8 score of 0.62
- Male outcomes are significantly above the national average, and above female outcomes. This is in contrast to the national trend where an achievement gap of around 0.50 remains with Females outperforming Males
- SEND outcomes are significantly above the national average and comparable to non-SEN.
- The combined pass rate for English and Maths at grade 4+ was 62%
- The proportion of students who achieved English and Maths at grade 5+ was 45%, a 28% increase in the last three years

To achieve such fabulous progress in such a short period of time, is testament to the school's staff and students. We know that this success represents just the start of their journey, and that very exciting times lie ahead.

In our primary setting, at **Flamstead End**, we were pleased with the improvements to outcomes made in the first two terms working with the school; we saw a significant improvement in a short amount of time. We are highly ambitious for stronger outcomes in July 2024 are pleased with progress to date.

Outcomes in 2023 included:

- 12% increase (from 2022 to 2023) in pupils meeting a Good Level of Development in Early Years Foundation Stage
- Phonics in Year 1: 82%
- 20% improvement (from 2022 to 2023) in Maths Key Stage 2, achieving 83% in 2023
- Reading at Key Stage 2: 75%

Community

Our schools pride themselves on their sense of community – both within the school itself, and in the wider locality. Visitors to our schools unfailingly comment on a very real sense of community, coupled with warmth and pride. Our schools are members of Cheshunt Extended Services (ChExS), offering a variety of extended school and community-based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice and maintain strong links with our local primary schools.

Goffs and Goffs-Churchgate also benefit from a thriving student leadership programme, with students leading on key development projects of their choice, ensuring strong student voice and participation across the Trust. We firmly believe in every student feeling a strong sense of community, and on entering each school, every student is placed in a House. Each House is led by a team of student House Captains and has a clear sense of identity. Regular competitions and assemblies strengthen this sense of community. Each year the House Captains decide on a possible group of charities to support, with students then voting for their chosen school charity and subsequently arranging a variety of fund raising events throughout the school year. Such work is indicative of the ability of students in the Trust to empathise with the needs of others, and further develops their capacity to work successfully in a variety of social settings.

We regularly bring visitors from the community into school to work with students and maintain strong links with our local secondary schools. Each school's facilities are used for evening and weekend lettings, including superb sporting facilities, as well as holiday classes, providing opportunities for a diverse range of users including the Greek School, and local dance and sports groups.

Across the Multi Academy Trust a large variety of annual school trips give students the opportunities to sample different cultures, whilst an extensive programme of off-site visits provides opportunities for students to experience the diversity that exists within the UK, including theatre, galleries and museum visits.



Our schools are proud to be truly community-based schools, with students and staff from different religions and a number of languages spoken in each school. As a Trust we recognize and celebrate what makes us unique and different, and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected and we strive hard to ensure we create a positive culture within the schools to enable this to happen.

Care, Guidance and Support

Successful learning takes place when students feel safe, confident, respected and valued, and are engaged. The Trust believes in supporting and nurturing all students in their quest to become successful learners. As such, we place a high value on pastoral care as an integral part of school life.

We promote positive attitudes towards learning and provide a caring and supportive environment within our community. Continuously nurturing, supporting and developing our students is hugely important to us and significant investment is made in each school's pastoral structures.

Staff Development

The Trust has an extremely strong reputation for staff development both teaching and support staff. Developing the next generation of school leaders, both middle and senior, and future Headteachers for those who wish to pursue this, is a responsibility that we take very seriously.

We have a full suite of staff leadership development which staff can join be they an ECT or highly experienced colleague, whilst I chair the national Leadership Partner School network, a group that brings together schools dedicated to developing outstanding leadership skills throughout their communities, and which allows us to visit other network schools, to attend national conferences and to share best practice.



In addition to innovative whole staff training days, we disaggregate a number of hours for training every year. This allows staff development to be highly personalised as staff can opt for the training which best meets their needs, including the opportunity to do a research project in partnership with Cambridge University. Many use their disaggregated time to coach others or to receive coaching. Moreover, there are specific training sessions for ECTs and other interested staff which run each week after school.

We also place a lot of emphasis on 'on the job' training and support. A thorough induction scheme is available to all new staff, and mentors/buddies are assigned to guide you through those new routines. Finally, external courses can of course be booked if, on very rare occasions, we cannot cater for a particular training need in house.

Leadership Development

The Trust's Leadership Academy encompasses both staff and student leadership development through a series of student led groups and staff leadership pathways. The staff programme specifically provides opportunities for:

- Aspiring Middle Leaders
- Aspiring Senior Leaders

All pathways are personalised for the individual and staff receive one to one support from a mentor alongside working on a whole school project. Both support staff and teaching staff are welcome to join the Leadership Academy at any point in their career.

A full suite of leadership training is offered with a range of sessions including:



- Communicating vision and values
- Developing your leadership approach
- Building a high performing team
- Supporting your team
- Leading your team day to day
- Quality assuring effective teaching
- Observation for improvement
- Using data for impact
- Fostering positive behaviour for learning
- Leading and managing innovation and change

Attendance to all training sessions leads to certification by the SSAT. In addition, we encourage aspirant Senior Leaders to take part in the SSAT 'Stepping Up to Senior Leadership' training programme, which includes four external sessions throughout the year. As part of the Trust's commitment to developing future leaders, a number of the existing Senior Leadership Team across both secondary schools gained experience through an 'Associate' SLT position before gaining substantive leadership posts.



Trust Staff Benefits

Alongside our very strong focus on outstanding professional development and promotion opportunities, we also offer a range of benefits including the following.

Competitive base salary with a tailor-made development plan aimed at enhancing your future learnings] potential through:

- High quality, personalised CPD
- Bespoke leadership development programmes
- Subsidies for Masters and Degree courses
- Secondment and shadowing opportunities
- The potential to work across more than one school across the Trust to develop career-enhancing skills and knowledge

Further benefits:

- Supported Nursery provision with Ashbourne at any of their nurseries in the Buckinghamshire, Essex, Hertfordshire, Northamptonshire, and Bedfordshire area:
 - 15% discount for all Trust staff
 - Term time only places are available with a school day of 9.00am – 3.00pm
 - “Sundries,” covering the cost of meals, snacks, nursery resources and consumables to be applied to a child taking up a funded only space (e.g. 30 hours funding only)
- Onsite car valeting at a reduced price
- Substantially discounted membership to Lifestyle Fitness’s state of the art purpose-built gym at Goffs Academy
- Free tea and coffee for staff
- **Employee Assistance Programme** via a market-leader offering a wide range of health and wellbeing resources plus access to counselling for staff and their immediate family
- Occupational Health service providing guidance on managing health conditions in the workplace
- New, professional and fit for purpose working environments
- Free flu jabs
- Subsidised social events
- 100% attendance reward – day in lieu, taken at each school’s discretion

Additional financial incentives including:

- Exam marker payment of £400 plus 2 days paid leave to do the marking (1st year)
- Payments for staff taking weekend sporting fixtures: staff paid £200 for leading a minimum of six Saturday fixtures plus 6 weekly training sessions
- A daily allowance of £50 for school trips taken over a weekend or any school holiday
- A £1,000 Employee Referral Scheme (i.e. finder's fee) for any qualifying positions that you refer the successful candidate for: £500 on the person starting and £500 if the person is still at the school 12 months later

Mark Ellis
Principal
June 2024