



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

<p>CONTACTS OUTSIDE THE TRUST:</p>	<ul style="list-style-type: none"> • Hertfordshire County Council regarding attendance matters • 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