

---

## Job Description for Attendance Administration Assistant

---

**Responsible to:** Attendance and Welfare Officer

### OVERALL PURPOSE OF THE POST

---

- To provide a range of administrative functions to support the Attendance team which include undertaking routine clerical duties e.g. making and receiving telephone calls, maintenance of records, filing, exporting from MIS system, creating and distributing lists via email and other school systems.

### MAIN DUTIES

---

- To make 'first day absence' calls home. Take phone calls and log all absences on Bromcom.
- To monitor attendance for all year groups.
- To make 'period 5 welfare calls' to discuss absences and return to the academy. In liaison with the Attendance and Welfare Officer, Pastoral Leaders, Year Team Leaders and Health and Mental Health Support Worker.
- To liaise with the Attendance and Welfare Officer to discuss attendance and punctuality issues for the academy.
- To monitor completion of class registers through Bromcom. Chase up missing registers and monitor incorrect registers.
- To monitor students arriving late to the academy. Log late detentions and inform relevant staff.
- To monitor punctuality records and provide information to be communicated to parents/carers (via the My Child At School (MCAS) app and letters).
- To produce all letters for punctuality and for anything else associated with attendance. In the event of a FPN (Fixed Penalty Notice) collate and send all relevant documentation to the local authority.
- To maintain student/year group files.
- To ensure safeguarding concerns are logged and procedures followed.
- To log and update attendance records on the attendance tracker.
- Collection and logging of students for appointments (health and safety, safeguarding, fire safety)
- In the event of a fire/fire drill, collate registers for safe monitoring of students.
- Contacting parents/carers to attend relevant meetings.
- Leave of absence forms are completed and relevant letters sent to parents.
- Contacting external agencies and key staff when required.
- To maintain filing for modified timetables and update relevant spreadsheet.
- Register students when exams are taking place.
- Other duties and responsibilities commensurate with the grade of the post which may be required from time to time.
- To ensure equality of opportunity is afforded to all persons both internal and external to the school, actively seeking to eliminate any direct or indirect discriminatory practices and behaviour.

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the college/trust, and only after consultation with you.

**All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the academy procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the academy as relevant to their role.**

**The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.**

**All staff are expected to support the achievement of the Trust/academy's mission and strategic objectives and to demonstrate its values through their behaviour.**

## Person Specification for Attendance Administration Assistant

*There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of call handling. Demonstrable experience of delivering excellent communication skills, whilst working in a busy environment.</li> </ul>	
<b>Education and Training</b>		<ul style="list-style-type: none"> <li>• GCSE passes in Maths and English Grade C (or equivalent) or above.</li> </ul>
<b>Special Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Full working knowledge and ability to use computer applications, to include word processing, spreadsheets, databases, etc.</li> <li>• Ability to communicate information in a clear and logical manner.</li> <li>• Ability to meet pre-set deadlines</li> <li>• Ability to clearly interpret oral and written information and instructions.</li> <li>• Ability to work with attention to detail and accuracy, e.g. completing documentation, message taking.</li> </ul>	
<b>Personal Skills and Qualities</b>	<ul style="list-style-type: none"> <li>• Conscientious, honest and reliable.</li> <li>• Good timekeeper.</li> <li>• Positive approach to dealing with customers both internal and external.</li> </ul>	
<b>Additional Factors</b>	<ul style="list-style-type: none"> <li>• Ability to cope with unexpected situations.</li> <li>• Enthusiasm and commitment for the post.</li> <li>• Interest in working in an education environment.</li> <li>• Commitment to continuous professional development and willingness to learn from experience and practice.</li> <li>• Commitment to equal opportunities, safeguarding and health and safety.</li> </ul>	