London Borough of Havering

**Children, Adults & Housing Directorate**

Job Profile

Job Title Attendance & Welfare Officer

Grade 3

Reports To Head Teacher

Job Purpose and Content

The School Attendance & Welfare Officer is responsible for:

* Providing support to pupils, families and staff in achieving and maintaining good levels of attendance and punctuality throughout the school.
* To play a key role in increasing levels of pupil attendance and reducing persistent absence.
* To play a key role in improving punctuality
* To contribute to the daily administration and smooth running for the school office.

Principal Responsibilities

*Pupil Attendance & Punctuality*

1. To work with teaching staff to ensure that daily registers are complete and accurate and that punctuality data is correct.
2. To lead on ensuring that the correct daily procedures for processing and monitoring late arriving pupils are carried out (working with SLT and admin team).
3. Respond appropriately to all pupil absence messages (phone and email) aiming to maximise attendance and educate the wider school community about the critical importance of achieving and maintaining good attendance.
4. To ensure that all ‘first day calling’ is completed promptly and any concerns are reported to the safeguarding lead immediately.
5. To contact parents/guardians on a daily basis concerning student absence.
6. To be the first point of contact for attendance concerns.
7. To produce and send responses for all requests for term time absence from parents/carers in line with the school policy and Headteacher’s directions and maintain accurate records of requests and outcomes.
8. Implement agreed strategies and policies to promote the regular and punctual attendance of all pupils and work with teaching staff and other support staff to ensure that these strategies are understood and implemented widely across the school.
9. Providing attendance data and reports to senior managers, governors and other staff as needed to support improved punctuality and attendance and to highlight trends and patterns.
10. Attending meetings with EWO, pupils and parents (may include home visits if necessary) to establish the reasons for non-attendance/poor punctuality and agree plans with appropriate strategies and timescales to tackle issues.
11. Liaise with school leaders, HSSW and ELSAs to address poor attendance patterns.
12. Supporting and implementing initiatives which raise the awareness of the whole school community on the importance of good attendance and punctuality.
13. Keeping accurate, clear and concise records of all interventions and consultations and updating information on the relevant systems
14. Maintaining a good working knowledge of the statutory framework and any policies and procedures relating to attendance and punctuality
15. Working closely with the Inclusion team to develop processes to investigate persistent absence and improve school attendance and punctuality for identified individual students and cohorts within the school population.
16. Advise parents of all legal sanctions available as appropriate to ensure the regular attendance of students.

*Welfare*

1. To be the appointed person to respond to emergency situations for staff and pupils in the school
2. To work as part of a team and be responsible for administering First Aid to pupils
3. To be responsible for administering First Aid to staff
4. To care for pupils who are unwell and liaise with parents, carers and the emergency services as required
5. To be responsible for maintaining First Aid resources and medication in the welfare rooms
6. To Keep records in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
7. To administer medication to pupils, as prescribed by their G.P in line with school policy
8. To keep records of pupils needing medication and of medication given
9. To keep accurate records of incidents, accidents and injuries in line with school policies, sharing relevant details with key staff when necessary.
10. To use own experience and initiative to decide when to escalate incidents for investigation in line with health and safety legislation
11. To ensure that first aid boxes are maintained across the School and to help check the contents termly to replenish items and ensure that the contents are within the use-by date
12. To prepare medical packs for school trips
13. To liaise with external health professionals arranging school visits where necessary ensuring dates and times are agreed with senior staff in advance

*General administrative duties*

1. To contribute to the daily administration and smooth running for the school office, adapts and reacts to situations that occur in school that are unexpected.
2. To produce and send responses for all requests for staff leave of absence in line with the school policy and Headteacher’s instructions and maintain accurate records of requests and outcomes as directed.
3. Provides administrative support to the Headteacher as required
4. Ensures administrative records adhere to the school’s Data Retention Policy and Data Protection and General Data Protection Regulations (GDPR) and where data breaches occur, reporting to the Data Protection Officer (DPO) and supporting with the collation of information at school level. Supporting the SBM with GDPR audit and implementation.
5. Works as part of the front office administration team to ensure a consistent and professional administrative and reception cover service is provided at all times. Specific administrative tasks allocated may vary according to needs and circumstances.

NOTES

1. The school expects all staff to be flexible. This means that the Attendance & Admin Officer can be expected to carry out duties that are not specified in this job description but that are within the scope of responsibilities of the post.
2. This job description will be reviewed after one year and any review will include discussion with the postholder.

London Borough of Havering

Social Care & Learning Directorate

Attendance & Welfare Officer

Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| Skills And Abilities | **Essential** | **Desirable** | **Assessed By** |
| Empathetic, assertive and a good role model | **✓** |  | Application & interview |
| Able to organise one’s own work, to prioritise tasks and keep to deadlines | **✓** |  | Application & interview |
| Able to work independently and as part of a wider team | **✓** |  | Application & interview |
| Able to be flexible and respond effectively to the ‘unexpected’ | **✓** |  | Application & interview |
| Highly effective communication skills – listening, speaking and writing with adults and children | **✓** |  | Application & interview |
| The ability to work effectively with a range of adults, including those parents/carers who are more difficult to reach. | **✓** |  | Application |
| Ability to liaise with parents/carers sensitively and to manage difficult or controversial exchanges | **✓** |  | Application and interview |
| Displays commitment to the protection and safeguarding of children and young people | **✓** |  | Application & interview |
| **Knowledge** |  |  |  |
| Knowledge of the procedures and legislation relating to confidentiality, including GPDR and how to share and safeguard | **✓** |  | Application and interview |
| Understanding of issues that may affect a student’s ability to attend school | **✓** |  | Application and interview |
| An understanding of child protection policies and procedures in schools | **✓** |  | Application and interview |
| Understand and implement the school’s behaviour management policy | **✓** |  |  |
| An understanding of health and safety policy the responsibility of the individual in ensuring its implementation | **✓** |  | Application and interview |
| Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people | **✓** |  | Application and interview |
| **Qualifications and Experience** |  |  |  |
| First Aid qualification or commitment to completing training |  |  | Application & interview |
| GCSE at A\* - C in English and mathematics or equivalent |  | **✓** | Application |
| Practical experience of using IT systems and performing complex data entry, writing professional communications and reports. | **✓** |  | Application and interview |
| Willingness and motivation to participate in any training or development required to improve skills/performance | **✓** |  | Interview |