

Hadrian Learning Trust Job Description and Person Specification

Post Title:	Attendance Officer	Director/Service/Sector :	
Band:	Band 4	Workplace:	QEHS Part of HLT
Responsible to:	Relevant SLT Lead for Attendance	Date:	September 2025
Job Description Ref:		School	Queen Elizabeth High School and Hexham Middle School

Responsible for:

Contact with young people: This role requires regular, ongoing and unsupervised contact with young people. This contact is direct and could potentially be on both a 1:1 and group basis within the workplace. The degree of responsibility for young people is outlined below in the role and responsibilities area of the form.

Resources	Staff	None
	Finance	None
	Physical	Office equipment, accuracy and security of databases,
	Clients	Internal (Senior Leadership Team, Teachers, Support Staff, Students, Trustees) External (Parents, Visitors, Local Authority, External Agencies)

Responsibilities, Duties and key result areas:

Duties and key result areas

- Ensure all registers are complete and accurately recorded in a timely manner, keeping senior leaders informed where this is not the case
- Liaise with external providers regarding attendance of students in alternative provision
- Follow up all absences which have not been notified through personal contact with parents/carers by an appropriate method, liaising with attendance administration as necessary. Include a daily review of all 'at risk to being a Persistent Absentee' students
- Process and analyse pupil attendance data using the Trust's MIS attendance module, liaising with heads of year / key stage on associated actions
- Contribute to assessments of all learners to identify all those who need specific interventions to overcome barriers to learning such as lack of motivation, disaffection, emotional difficulties, behavioural difficulties, and attitudes to learning, and communicate the results of these assessments to classroom colleagues so that classroom environments become more supportive to these learners
- Monitor attendance levels of individual students in conjunction with the form tutors, heads of year/key stage and wider student support team, as well as the local authority Education Welfare Officer, and instigate and develop creative and well-conceived strategies for working with students and their families recognised as being at risk of poor attendance, and working on supporting students when they return to school (e.g. on issues such as reintegration, catching up of work and providing positive reinforcement)
- Manage individual cases causing concern regarding attendance, following up by means of correspondence, interview, and other appropriate measures
- Where appropriate, collect students from home and transport them to school



- Prepare paperwork associated with escalation of attendance issues, as per the Trust's attendance policy; e.g. warning letters and referrals, and maintain digital records, including casework records, and paper files
- Work flexibly with young people, their families, and others to provide appropriate guidance and support
- Work with families, including regular communication and making home visits where appropriate, to involve parents/carers, establish strong home-school links with them, and help them understand and fulfil their responsibilities in relation to school attendance. Act as a link between families and school as necessary. Receive and forward information and act as a mediator on specific issues between home and school. Note: This may involve working in challenging and emotional situations, dealing with families with complex issues
- Liaise with the local authority Education Welfare Officer and other external agencies on a range of complex cases where attendance concerns are present
- Produce a range of regular and ad-hoc attendance data reports, for use by a range of internal and external audiences, to monitor performance over time and in comparison with local targets and national benchmarks
- Complete local authority returns as required e.g. children missing from education and elective home education paperwork
- Co-ordinate, on behalf of the Head of School and in liaison with the Assistant Headteacher (Standards and Support), the Leave of Absence During Term-Time process, ensuring appropriate and accurate records are kept, completing all paperwork and applying for Local Authority Penalty Notices to be issued where appropriate
- Review data collection systems and procedures to improve the accuracy and timeliness of data.
- Maintain regular contact with key colleagues, especially Senior Leadership Team, Standards and Support Staff and SEND Staff
- Attend internal/external meetings as required
- Provide training, advice and guidance, in relation to attendance and monitoring tools, to standards and support staff as appropriate

General Responsibilities

- Have high expectations that encourage students to build resilience and self-esteem
- Be aware of and comply with policies and procedures relating to safeguarding of children, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the development and implementation of the overall ethos/work/aims of the Trust
- Develop constructive relationships and communicate with other agencies/professionals
- Attend and participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others
- To undertake other duties and responsibilities that can be reasonably expected of and are relevant to the level and nature of the post
- Be prepared to work across the Trust to meet the needs of the post

Our schools are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. You are therefore under a duty to use the Trust's procedures to report any concerns you may have regarding the safety or wellbeing of any child or young person. The duties and responsibilities highlighted in this job description are indicative and may vary over time.

Work Arrangements

Physical requirements:	Physically able to meet the demands of the job which may include encountering angry/upset/vulnerable parents/carers and students.		
Transport requirements:	Required to use own transport to attend meetings, transport learners and parents.		
Working patterns:	Trust working hours, usually 8:00 – 16:00 but also out of hours as necessary.		
Working conditions:	Normally indoors and in agreed locations.		
PERSON SPECIFICATION			
Essential		Desirable	Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none">▪ Appropriate Level 3 qualifications▪ Literate and numerate to Level 2▪ Understanding of the principles of effective parenting▪ Full working knowledge of policies relating to health and safety, behaviour, attendance, equal opportunities, child protection		<ul style="list-style-type: none">▪ Can show evidence of appropriate FE/HE study Participated in training relevant to the post▪ Understanding of the needs of parents/carers of children with special or additional educational needs or disabilities▪ Experience in one or more of the following:<ul style="list-style-type: none">- CQSW, Diploma in Social Work, Education Welfare Service- Teaching or Youth Work- Working with young people in an educational setting	(a), (t), (g)
Experience			
<ul style="list-style-type: none">▪ Experience of working with young people and/or families within an educational or social setting▪ A proven track record of working successfully with learners, families and different agencies▪ A sound working knowledge of safeguarding legislation and practice▪ Willingness to participate in development and training opportunities		Experience of making home visits	(a), (i), (g)
Skills and competencies			
<ul style="list-style-type: none">▪ Ability to relate sensitively to learners and their families and to contribute to a team approach to ensure their needs are considered▪ Ability to prepare and present reports▪ Ability to provide clear professional advice and information to parents/carers, other staff on matters relating to attendance and exclusions▪ Ability to manage and prioritise a caseload and to respond positively to a range of priorities▪ Excellent organisational and influencing skills▪ Has shown skill in resolving conflict between people. Has good communication skills both written and spoken. Has a personal sense of presence and impact▪ Demonstrates perseverance in completing challenging tasks			(a), (i), (t)
Physical, mental and emotional demands			



<ul style="list-style-type: none"> Has a proven ability to work under pressure and in stressful situations Ability to manage emotional demands of working with young people with a wide range of behavioural, social and emotional issues and with their families 		(i)
Other		
<ul style="list-style-type: none"> Is committed to securing an excellent service provision for young people and their families Car user with a clean driving license 		(a), (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

Please note that Recruitment and Selection records will be retained and used in accordance with the General Data Protection Regulations (GDPR) 2018 and other legislative provisions.