Attendance Manager
JOB DESCRIPTION

Role Purpose:

The purpose of this role is to provide a specialist service to the Academy to ensure attendance strategies are effectively implemented.

Responsible for: Attendance Officer(s) and Attendance Team Administrator(s)

Key Accountabilities:
Reporting to the Designated Safeguarding Lead (DSL), this post holder will be accountable for

Contributing to raising achievement by improving pupils' attendance and punctuality
- Lead and manage attendance strategies and supporting procedures throughout the Academy
- Lead first day absence management systems and processes
- Use data to provide regular and ad hoc detailed reports and information for Academy attendance monitoring
- Establish reasons for non-attendance, make assessments and agree plans to facilitate a return to school using appropriate strategies within specified timescales
- Conduct formal meetings with parents/carers in response to individual attendance and punctuality issues and ensure follow up actions are implemented and monitored.
- Carry out home visits (or other relevant locations) to identify reasons impacting adversely on pupil attendance and punctuality
- Develop good working relationships with outside agencies and stakeholders and attend case review meetings as appropriate
- Make referrals to outside agencies as appropriate ensuring all relevant documentation is completed, accurate and provided in a timely manner
- Monitor internal registration systems
- Liaise with teaching and pastoral staff regarding pupils who have started to develop a pattern of absence, agree follow up actions and ensure they are implemented.

Leading on the development, implementation and maintenance of attendance related systems and policies
- Ensure monitoring systems such as SIMS are up to date with accurate and complete information and remain fit for purpose
- Provide accurate and timely regular analysis and evaluation of data to SLT, DSL and other relevant colleagues on attendance and punctuality issues, intervention and outcomes.

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- Responsible for completion and submission of statutory returns, complex forms, etc
- Ensure meeting and case notes are up to date, accurate and complete
- To support on the development of the attendance home/school liaison strategy to ensure that home visits are well planned, organised and effective in terms of raising attendance and reducing persistent absence at the academy.
- To keep abreast of changes in legislation and relevant DfE guidance and contribute to developing, monitoring and reviewing the team's policy and planning
- To manage all in year leavers.
- To manage all leave of absence requests and use academy templates to respond
- To lead on issuing fixed penalty notices for unauthorised holiday requests.
- To Identify, at an early stage, the patterns of persistent absence and intervene so that these do not become established.

- <u>Promoting a positive attitude towards attendance and punctuality</u>

- Challenge and motivate pupils to make positive choices about their learning/behaviour/attendance needs
- Offer individual and small group focused work to raise attendance and improve punctuality
- Ensure parents/carers are aware of their statutory responsibilities by providing information and advice
- Support the Academy strategic attendance plan and targets with colleagues through regular liaison, providing information and supporting CPD on attendance policies, procedures and relevant issues.
- Recognise good attendance using the Academy's reward system

<u>Culture</u>
- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.

- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

<u>People Development and Management</u> – Additional responsibilities where the postholder has line management responsibility for Attendance Team members

- Workforce planning for current and future demands to ensure sufficient, appropriately trained staff are available to effectively perform day-to-day requirements and manage periods of peak work volumes to meet KPIs

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- Actively lead and participate in the recruitment and selection process of new team members
- Coach, mentor and develop staff including overseeing new employee onboarding, agreeing objectives, performance management, appraisal and career planning and identify CPD needs and opportunities.
- Consciously create a spirit of team work amongst department members that promotes E-ACT values and policies, challenging unacceptable behaviours and addressing conflicts swiftly, instigating relevant procedures such as capability, disciplinary and grievance.
- Manage staff absence within your area of responsibility taking actions as appropriate in line with E-ACT policy and procedures, liaising with People Development and employee representatives
- Work within the departmental financial budget, ensure value for money from all procured services and supplies in line with E-ACT's Financial Management policies

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

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PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the
world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;

- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;

- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

OUR VALUES

Thinking Big	• Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence

Doing the Right Thing	• Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission
Showing Team Spirit	• Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams

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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement   **Assessed at**

E – Essential   **A** – Application Stage

D – Desirable   **I** – Interview Stage

                      P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	GCSE Maths and English minimum grade 4 or equivalent	X		X	X	
	Degree in relevant subject		X	X	X	
	Relevant safeguarding qualification and/or training	X		X	X	X
	Knowledge of attendance improvement strategies	X		X	X	X
	Knowledge of statutory responsibilities relating school attendance including parental responsibilities	X		X	X	X
	Knowledge of the issues related to working with children who reside in areas of high socio-economic deprivation	X		X	X	X
Experience	Experience of leading attendance management in a school environment	X		X	X	X
	Experience of working with external agencies	X		X	X	X
	Experience of using data to identify issues and produce reports	X		X	X	X
	Experience of dealing with sensitive and confidential student information	X		X	X	X
	Experience of preparing documentation for external agencies and statutory returns	X		X	X	X
	Experience of leading and managing staff (where applicable)		X	X	X	X
Skills	Ability to work effectively within a team environment	X		X	X	X
	Ability to build and maintain effective working relationships with pupils and parents/carers	X		X	X	X

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		X		X	X	X
	Ability to build and maintain effective working relationships with internal colleagues and external agencies	X		X	X	X
	Ability to communicate effectively with a wide range of stakeholders using a variety of media	X		X	X	X
	Ability to hold difficult conversations confidently and effectively	X		X	X	X
	Ability to produce reports in appropriate formats	X		X	X	X
	Ability to analyse and evaluate data to identify trends and issues	X		X	X	X
	Ability to prioritise workload effectively to meet deadlines and work under pressure	X		X	X	X
	Ability to use ICT and other specialist equipment	X		X	X	X
	Ability to use software, spreadsheets, databases and other packages effectively	X		X	X	X

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