



Job Description and Person Specification

ATTENDANCE OFFICER

Location:	School-Based
Hours of Work:	Monday to Friday, 08:15 to 16:00 Term Time plus Staff Directive Days
Salary:	£24,800 (Actual)
Line Manager:	Senior Leadership Team

First Steps Together Group is a growing and ambitious group of independent schools committed to transforming outcomes for children and young people through exceptional education, relational practice and high expectations.

Our schools provide highly supportive, inclusive and aspirational learning environments for pupils with a range of additional needs, including SEND, SEMH and complex presentations. We recognise that behaviour is a form of communication and are committed to creating calm, consistent environments where pupils are supported to overcome barriers, develop positive behaviours for learning and engage successfully in education.

We are seeking a proactive and organised Attendance Officer to coordinate daily attendance administration, monitor pupil absence and work with pupils, families and colleagues to improve engagement in education.

This is an opportunity to make a meaningful difference by identifying attendance concerns early, supporting families and helping pupils overcome barriers to accessing education.

Role Overview

The Attendance Officer is responsible for maintaining accurate attendance records, following up absences promptly and supporting effective attendance procedures throughout the school.

Working closely with the Pastoral Lead, teaching staff and school leaders, you will identify patterns of absence and lateness, maintain communication with parents and carers and contribute to personalised attendance interventions.

You will support pupils with SEND, SEMH and complex needs through an understanding of emotional, sensory, health and family-related barriers to attendance, ensuring concerns are referred appropriately.

Core Purpose of the Role

To support high-quality attendance administration and improvement, ensuring every pupil is accounted for, concerns are identified promptly and families are engaged constructively.

The role combines accurate registers, daily absence follow-up, data reporting and coordination of targeted support in accordance with school procedures and statutory attendance requirements.

Through effective relationships with pupils, families and colleagues, the Attendance Officer will help create a consistent, inclusive school environment in which pupils are supported to attend and engage.

Key Responsibilities

Attendance Monitoring and Administration

- Take responsibility for the day-to-day administration of pupil attendance, ensuring registers are completed, checked and maintained accurately.
- Check missing register marks and unexplained absences promptly, undertaking first-day contact with parents and carers and escalating unresolved concerns in line with school procedures.
- Receive, record and relay absence messages through agreed telephone, email and messaging channels, maintaining clear records of reasons given and actions taken.
- Apply the correct attendance and absence codes and maintain admission and attendance records in accordance with relevant pupil registration requirements.

- Monitor late arrivals and punctuality, ensuring sign-in records are reflected accurately and concerns are shared with relevant colleagues.
- Administer requests for leave of absence during term time, preparing correspondence and recording decisions made by authorised school leaders.
- Prepare and issue attendance correspondence, including reminders, meeting invitations and letters addressing attendance concerns, as authorised.
- Coordinate attendance-related appointments, documentation and administrative processes, maintaining accurate and confidential records.

Attendance Improvement and Family Engagement

- Analyse individual and group attendance patterns, including persistent and severe absence, to identify pupils requiring early support or further intervention.
- Build constructive relationships with pupils and families to understand barriers to attendance, including health, anxiety, sensory needs, transport and wider family circumstances.
- Support personalised attendance plans, agreed targets, reintegration arrangements and reviews under the direction of the Pastoral Lead or Senior Leadership Team.
- Arrange and participate in attendance meetings with parents and carers, recording agreed actions, responsibilities and review dates.
- Maintain regular contact with relevant teaching and pastoral colleagues, ensuring emerging concerns and changes in circumstances are communicated promptly.
- Contribute to positive attendance communication, recognition activities and wider school improvement initiatives.
- Participate in accompanied home visits where appropriate, authorised and risk-assessed in accordance with school procedures.

Safeguarding, SEND and Pastoral Support

- Identify and immediately report safeguarding concerns, including unexplained absence, welfare concerns and uncertainty about a pupil's whereabouts, to the Designated Safeguarding Lead.
- Follow the school's procedures relating to children missing education, including escalating potential statutory notification requirements to authorised school leaders.
- Work with SEND and pastoral colleagues to ensure attendance support is individualised, inclusive, relational, trauma-informed and responsive to pupils' disabilities and medical needs.
- Support reasonable adjustments and carefully planned reintegration arrangements where these are agreed by appropriate school leaders.
- Provide appropriate pupil-facing pastoral and appointment support within the scope of the role, maintaining confidentiality and professional boundaries.

Data, Reporting and Partnership Working

- Produce accurate daily, weekly and termly attendance reports, statistics and analysis for the Pastoral Lead and Senior Leadership Team, highlighting patterns and recommendations for action.
- Ensure attendance administration, coding and reporting follow current Department for Education guidance, including Working Together to Improve School Attendance, and applicable pupil registration legislation.
- Liaise with local authority attendance services, Education Welfare Officers, Early Help services, social workers and other relevant professionals as required and as authorised by school leaders.
- Coordinate attendance information requests, statutory notifications, referrals and supporting records, ensuring authorised submissions are completed accurately and within required timescales.
- Support the administration of formal attendance interventions and preparation of evidence for local authority consideration where appropriate, without independently determining enforcement action.
- Ensure relevant information is recorded in Arbor and, where it constitutes a safeguarding concern, the school's safeguarding recording system in line with school procedures.
- Monitor the effectiveness of interventions, provide updates on agreed actions and identify opportunities to improve attendance systems and procedures.
- Support preparation for school reviews, external inspection and statutory attendance data sharing or returns where applicable, observing confidentiality and data protection requirements.

Professional Practice and Collaboration

- Work collaboratively with administrators, teachers, SEND and pastoral colleagues and senior leaders to maintain consistent attendance processes.
- Attend relevant attendance, administration and pastoral meetings, briefings and training as required.

- Organise workload effectively, meet deadlines and maintain clear, courteous communication with families, colleagues and external professionals.
- Maintain up-to-date knowledge of relevant DfE attendance guidance and school procedures and contribute to improvements in practice.

General Responsibilities

- Uphold First Steps Together's values and expected standards of professional conduct at all times.
- Promote and uphold safeguarding responsibilities, remaining alert to concerns and reporting or escalating them promptly in accordance with Group procedures.
- Comply with all relevant policies, procedures, statutory and regulatory requirements, including health and safety, confidentiality and data protection.
- Promote equality, diversity, inclusion and respectful professional relationships.
- Complete required training and maintain the knowledge and competence necessary for the role.
- Maintain accurate records and information as required.
- Undertake other duties reasonably required and commensurate with the nature and level of the role.

Success Criteria

- Registers and attendance codes are accurate, complete and promptly checked.
- Unexplained absences are followed up without delay and appropriately escalated.
- Attendance and punctuality concerns are identified early and addressed through agreed action.
- Attendance records, family communications and intervention logs are accurate and accessible.
- Pupils with SEND and complex needs receive sensitive, individualised attendance support.
- School leaders receive reliable and timely attendance reports and analysis.
- Positive working relationships with families and external professionals support improved attendance.

Person Specification

Criteria	Essential	Desirable
GCSE English and mathematics at grade 4/C or equivalent	✓	
Experience in an administrative, school or pupil-facing support role	✓	
Experience using electronic records or data management systems	✓	
Strong organisational skills, accuracy and ability to meet deadlines	✓	
Effective written and verbal communication with families and colleagues	✓	
Ability to maintain confidentiality, discretion and professional boundaries	✓	
Competence in Microsoft Word, Excel and Outlook	✓	
Commitment to safeguarding, inclusion and pupil wellbeing	✓	
Ability to identify patterns in information and escalate concerns appropriately	✓	
Ability to work independently and as part of a school team	✓	
Experience of school attendance administration and procedures		✓
Knowledge of current school attendance legislation and guidance		✓
Experience using Arbor, SIMS or another school MIS		✓
Experience supporting children with SEND, SEMH or complex needs		✓
Experience working with families and external agencies		✓
Relevant Level 2 or higher qualification in administration, education or related field		✓

Personal Attributes

The successful candidate will demonstrate:

- A calm, patient and empathetic approach to pupils and families
- Strong attention to detail, reliability and personal accountability
- Confidence communicating sensitively about attendance concerns
- A proactive, organised and solution-focused approach

- Resilience and flexibility when managing competing priorities
- Commitment to relational, inclusive and neuro-affirming practice
- High levels of integrity, discretion and professional boundaries
- A commitment to safeguarding and positive outcomes for children and young people

What We Offer

- A rewarding school-based role helping pupils overcome barriers to attendance
- Competitive salary and term-time working
- Comprehensive induction and ongoing support
- Training and development in safeguarding, SEND, attendance and pastoral practice
- The opportunity to contribute to improved pupil attendance and engagement
- Supportive school leadership and a collaborative staff team
- Ongoing professional development and opportunities for career progression
- The opportunity to make a meaningful and lasting difference to children and young people

Safeguarding Commitment

First Steps Together Group is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to pre-employment checks including an Enhanced DBS, satisfactory references, online checks and overseas police checks (where required).

The successful candidate will be expected to demonstrate a strong commitment to safeguarding, inclusion and the wellbeing of children and young people at all times.