Job Description

Post:	Retention Improvement Officer
Salary Grade:	Band 8
Responsible to:	Head of Pastoral Support
Responsible for:	N/A

Key Purpose

To contribute to the overall improvement of student attendance, by proactively supporting the achievement of high levels of attendance from students and taking immediate action to deal with absence.
To monitor attendance data and follow up with students / parents / carers to check the reasons for absence and to encourage improved attendance where needed.

Duties & Responsibilities

A	To monitor and report on issues relating to attendance and retention of a caseload of students.
B	To liaise with teachers and the Head of Pastoral Support on retention and attendance issues and promote strategies for improving attendance.
C	To contact parents or guardians of students to inform them of their child's attendance levels.
D	To telephone students and or their parents / guardians, and report accurately on absence or absence patterns and accurately record these on Pro-Monitor, highlighting absence patterns.
E	To ensure that all key staff are updated on the student absence.

F	To identify and report on non-compliance with attendance and college procedures.
G	To arrange Attendance Stage warning meetings for members of the Senior and Central Leadership team.
H	To record withdrawal and destination information.
I	To provide reports to the Quality Team and Head of Pastoral Support on attendance and retention data.
J	To carry out any other duties commensurate to the post as required.

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:
Date:
Name of the post holder:



Person Specification

	Essential			Desirable		
Qualifications	**1**	Good level of literacy and numeracy skills (to minimum of Level 2)	**Application / Certificate**			
Professional Development	**2**	Evidence of ongoing Professional Development	**Application / Interview**			
Experience	**3**	Experience in using computers e.g. spreadsheets and databases and inputting data	**Application / Interview**			
	4	Experience in liaising with members of the public and problem solving	**Application / Interview**			
Knowledge	**5**	Knowledge of issues and barriers that can affect a learner's attendance.	**Application / Interview**	**E**	Knowledge of manual and computerised systems and procedures concerning recording monitoring system	**Application / Interview**

Application / Interview

Skills / Qualities	**6**	Literacy, Numeracy and IT	**Application / Interview**	
	7	Good organizational skills	**Interview**	
	8	Good communication skills with emphasis on giving service and quality	**Application / Interview**	
	9	Flexible approach to work	**Application / Interview**	
Other	**10**	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults	**Application / Interview**	
	11	Commitment to College policies i.e. Health & Safety, Equality, Diversity & Inclusion	**Application / Interview**	
	12	DBS Check acceptable to the college will be undertaken for successful applicant	**Application / Appointment**	