



Attendance Officer – Job Description

Purpose of the Role

To promote excellent attendance and punctuality across the school through effective monitoring, communication and intervention, while supporting pupils and families within a nurturing SEND environment.

Key Responsibilities

- Maintain accurate daily attendance records using the school management system.
- Monitor attendance patterns and identify concerns promptly.
- Contact parents and carers regarding pupil absence and lateness.
- Work closely with safeguarding leads and senior leaders to support pupils with attendance difficulties.
- Develop positive and professional relationships with pupils, families and external agencies.
- Support pupils experiencing barriers to attendance linked to SEND, anxiety, SEMH needs or other vulnerabilities.
- Produce attendance reports, letters and documentation as required.
- Attend meetings relating to attendance, safeguarding and pupil welfare.
- Ensure all attendance procedures are followed in line with school policy and statutory guidance.
- Support safeguarding procedures, including reporting concerns where appropriate.
- Promote a positive culture of attendance and engagement across the school.
- Be responsible for first call response to target families in the event of absence.
- Undertake home visits to target families in the event of absence where appropriate and in line with school policy.
- Attend and contribute to attendance panel meetings.
- Participate in regular attendance team meetings to identify trends, patterns and progress towards agreed actions.
- Write formal letters to parents and carers regarding attendance concerns, absences and interventions.
- Maintain confidentiality and handle sensitive information appropriately.
- Participate in training, meetings and professional development opportunities.
- Undertake any other duties commensurate with the role as directed by the Headteacher or Senior Leadership Team.

Person Specification – Attendance Officer

Qualifications and Experience

- GCSE English and Mathematics (Grade C/4 or above) or equivalent.
- Experience working in a school, educational or pastoral setting.
- Experience of administrative work and maintaining accurate records.
- Experience communicating effectively with parents, carers and professionals.

Knowledge and Understanding

- Understanding of the importance of attendance and punctuality in education.
- Awareness of safeguarding responsibilities within a school environment.
- Understanding of the barriers some pupils with SEND may face regarding school attendance.
- Knowledge of confidentiality and data protection requirements.

Skills and Abilities

- Excellent communication and interpersonal skills.
- Strong organisational and time-management skills.
- Ability to work calmly and professionally under pressure.
- Ability to build positive relationships with pupils and families.
- Competent ICT skills, including use of Microsoft Office and school systems.
- Ability to work independently and as part of a team.
- Ability to maintain accurate and detailed records.

Personal Qualities

- Compassionate, patient and approachable.
- Resilient and solution-focused.
- Reliable, professional and flexible.
- Commitment to inclusion and supporting vulnerable young people.
- Commitment to safeguarding and promoting the welfare of children and young people.

Desirable Criteria

- Experience working within a SEND or specialist school setting.
- Experience using school attendance systems
- Knowledge of attendance procedures and statutory guidance.
- Experience working with external agencies and multi-agency teams.