

Pupil Absence Officer

Role Profile

Service:	Education of Vulnerable Children Service – Children’s Services Directorate
Band:	Band 6
Reporting to:	Team Leader
Responsible for:	No direct reports



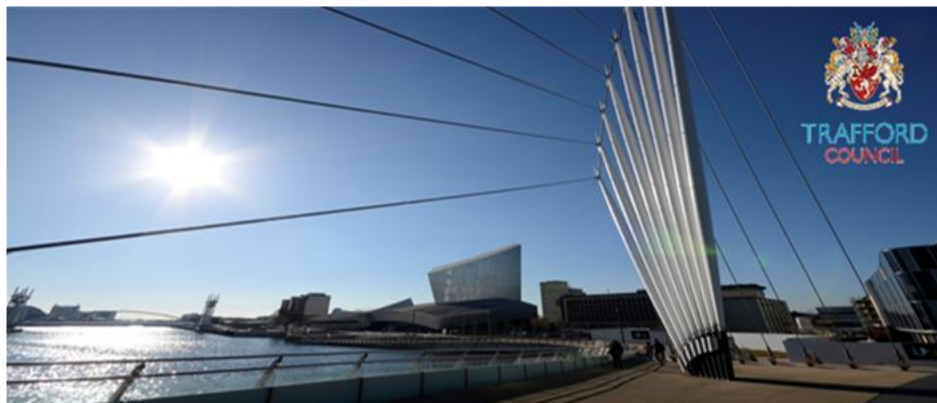
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region’s economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford’s huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits’ package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it’s not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Education of Vulnerable Children (EVC) Service delivers a range of statutory duties across different areas of education including suspensions, permanent exclusions, elective home education, children missing from education, pupils with medical needs, child licensing, child employment, penalty notices and prosecutions for non-attendance. The service provides advice and support for schools, parents and other professionals in line with the latest regulation and guidance.

Your Main Priorities

- Providing advice and guidance to schools around access to education.
- Championing the right for all children to have access to suitable education.
- Supporting parents through provision of advice and guidance around enabling their child to access education.
- Working as part of a multidisciplinary team to deliver statutory education duties in line with local policy.
- Keeping an up-to-date record of cases on the Council's information systems.
- Contributing to the delivery of continuing professional development for school and Local authority staff who work to support regular attendance at school.

Key duties

- Providing advice and guidance to schools and families on a range of issues relating to school absence and signposting them appropriately.
- Attending and supporting the delivery of network meetings.
- Supporting and appropriately challenging schools through structured meetings (e.g. Targeting Support Meetings).

- Promoting attendance at school through a range of different media.
- Signposting to and working in partnership with Family Help services, other professionals, and broader support services.
- Working in line with current education legislation and Department for Education (DfE) guidance, including Children Missing from Education, Working Together to Improve School Attendance, Alternative Provision Guidance, Permanent Exclusion and Suspension Guidance, and Elective Home Education Guidance.
- Process, act on and appropriately escalate statutory and non-statutory returns from schools (e.g. parental responsibility measures, removals from roll, Section 19).
- Championing the good attendance of vulnerable cohorts.
- Conducting safeguarding visits and working in line with Keeping Children Safe in Education guidance.
- Accurate identification and a timely return to appropriate education of children missing from education and those unable to access their setting.
- Keeping accurate, detailed records and writing reports as required.
- Working across multiple systems and information points to collate information relevant to your role.
- Working collaboratively with other local authorities.
- Ensuring the provision of Child Employment and Entertainment Licensing where appropriate, including interviews for chaperones.
- Being aware of all data and information (including statutory returns) and supporting the identification of cases where the LA may have a section 19 duty.
- Working in close partnership with other professionals, pupils and parents/carers to improve a pupil's attendance at school where a case has been referred to you by line manager and to help formulate, implement and monitor strategies to help improve attendance and safeguarding.
- Supporting other duties of the Team as required, including:
 - Processing and issuing of Penalty Notices and fines
 - Preparing cases for the Pupil Placement Panel (Fair Access Protocol)
 - Children Missing in Education
- Carrying out such other duties as required that are commensurate with the grade of the post.

About You

Qualifications and Professional Development

- Educated to Level 4, such as diploma in social work, youthwork, psychology or education or have an equivalent relevant qualification supported by personal or professional experience of working with children and young people
- Evidence of continued personal and professional development

Experience and Knowledge

- Previous experience of working with children and/or young people and their families/carers in a similar or related field
- Experience of establishing excellent working relationships and working collaboratively with school staff (including the senior leadership team), parents/carers, and other agencies to achieve the best outcomes for families
- Detailed working knowledge of statutory requirements relating to school attendance and procedures relating to the reasons for absence (e.g. medical and performance)
- Detailed understanding of:
 - Safeguarding children procedures and requirements
 - General Data Protection Regulations (GDPR) principles and requirements
 - (Awareness of) Child Performance Regulations and Child Employment legislation
- Experience of developing innovative and informed solutions to the challenges faced by others
- Experience of conflict resolution involving complex behavioural issues

Skills and abilities

- Excellent communication skills (verbal and written): exchange and present information to a range of audience in a way that is understandable to the recipient
- Good interpersonal skills and able to work well as part of a team carrying out multi-disciplinary work
- Analytical skills: research and interpret statutory and local policy and able to apply guidance to a range of different contexts
- Ability to recognise and act decisively when a child is at risk
- Effective organisational and planning skills: prioritise and use initiative to manage workload over extended periods, producing accurate work within deadlines
- Ability to work with professionals from other disciplines and understand their point of view
- Proficient ICT and numeracy skills: able to collate data, maintain accurate records and produce reports
- Ability to work flexibly and remain solution-focused when managing multiple/conflicting priorities

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Basic DBS check required
- Occasional evening and weekend work
- Occasional lone working in challenging environments

Date prepared/revised	JUN 2019 Refreshed 15/04/2025
Prepared/revised by	K McCallum / A Black / S Butters / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.