

Lowton

Church of England High School

Role: Attendance Officer

Contract: Full time - Monday – Friday: 8.00 – 4.00 pm

***Term time plus one week (0.86 FTE)**

This equates to 37 hrs\week

Term time working means you will only work when the school is open and you will work 1 week additional to this, including one day at the start of each new Academic Year, which is a training day (called INSET). This role will be considered for part-time working for an exceptional candidate (Minimum 3 days per week).

Please contact us for an informal discussion and more information.

Salary: £25,296 – 27,913 Actual

Grade 6 NJC Pt 14-20



Introduction

Thank you for your interest in this position. I started as the new Headteacher at Lowton Church of England High School in January 2025, with extensive headship and school improvement experience, and I am privileged to hold the post here. Through this applicant pack, I am proud to welcome you to our school and hope it provides a very clear insight into 'Life at Lowton' and into what makes it such a special place to work and learn.

Lowton Church of England High School is a 'Good' school in all areas (Ofsted, March 2023) and we are on a mission – to provide an exceptional education for every young person that we serve in our school community so that their life chances are transformed.

Lowton's most recent inspection report talks about the 'transformative improvements' in the school in the last few years, reflected in our culture, ethos, quality of education, outcomes and behaviour. You can read the full 'Good' report here: [LCEHS Ofsted Report](#)

Our school values are at the heart of everything we do and of everything we ask of ourselves, of our pupils and parents and of our wider community. Everyone is valued in our school and we focus daily on creating a sense of belonging, of high aspiration and of personal excellence and achievement for every pupil, every member of staff and for every family we serve. We believe that our collective ambition, care, and commitment are demonstrated through the challenge we offer to everyone to work hard to be the very best they can be and be truly proud of their identity, their school, and their community.

You will hear us use the phrase 'ruthlessly compassionate', meaning each and every day we have the resolve, commitment and highest of expectations to do the right thing for every child, because every child has the right to an exceptional education.

Our school is underpinned by its Christian values of *Caring, Learning and Succeeding*. They define the culture of the school. We test all we do through the lens of what is right for each child. We are committed to ensuring that each young person we work with can '*let their light shine*' and understands their potential and the positive impact they can have on themselves and others.

Lowton is not just a secondary school, it is a family; where all of our pupils are nurtured and cared for while being challenged and supported to be resilient, confident, and successful learners and human beings who are ready to make a valuable and positive contribution to society.

The future at Lowton is exciting! The conditions are perfect for us to continue our journey towards being exceptional in all we do. We are now looking for a committed and aligned individual to become part of our Site Team. The Team is very much part of the school and is seen as being an essential part of Lowton Church of England High School's success and overall mission.

We have a high-quality curriculum, a dedicated and highly skilled staff team, and a values-driven leadership team. In applying for this role, you could be part of our exciting journey.

Before applying, please take a minute to watch my video message:

[Headteacher Welcome Message](#)

If you are interested in applying for this role and committed to our mission and values, I look forward to receiving your application.

Jane Galbraith

Headteacher



About us

We are an 11-16 comprehensive school of around 800 pupils, with an established reputation as a welcoming and forward-thinking learning community.

We pride ourselves on our high expectations in a culture in which pupils can flourish, thrive, and succeed. Our staff surveys and inspection surveys outline that staff are proud to work here.

Being located on the Warrington/Wigan border gives us a Warrington postcode but we are part of Wigan Local Authority. We serve our community with most pupils living locally in the town of Leigh and the village of Lowton. Our pupil intake is broadly average in terms of prior attainment and pupil deprivation. The vast majority of pupils speak English as a first language but you will work in a school that has exceptional pupils from all walks of life and staff who truly care about the impact of their work.

As a Church of England School, the Christian faith shapes everything we do. We strive to demonstrate to pupils that each one of them is of infinite worth as a child of God and they are the 'lights of the world', who can make a positive difference to the school and the community in which we live and serve. Our admissions policy does not require pupils to attend Church, rather we pride ourselves on being a mission-led school in the community for our community.

In considering this role, *you* do not need to be Christian to work here, but we expect staff to be fully supportive of the values that underpin all we do as they are central to our approach in all things.

In a recent parent survey, our parents told us...

- **97%** would consider recommending Lowton to another interested parent.
- **94%** agree that their child is getting the appropriate amount of work.
- **93%** agree that communication from the school is informative and helpful
- **92%** agree that their child is well supported in their learning



About the role

This role exists support pupils who are struggling to attend school. The work is practical and relationship-centred, with most of your day spent in direct contact with pupils and their families. It follows the support-first approach set out in the DfE statutory guidance Working Together to Improve School Attendance (2024).

What the role involves:

- You make same-day contact with families when a pupil is absent, starting with first-day calls, so that no absence goes unaddressed.
- You hold a daily presence on punctuality, recording lateness, speaking with pupils as they arrive, and arranging follow-up where it is needed.
- You meet pupils one to one and in small groups to understand what is keeping them from school, and you act on what you learn. Where emotionally based school avoidance is a factor, you adjust your approach accordingly.
- You mentor a caseload of pupils who need support with their mental health, meeting them regularly to help them stay engaged with school and signposting them to specialist help where it is needed.
- You carry out home visits and welfare checks, working within the school's lone-working and safeguarding procedures at all times.
- You write and review personalised attendance support plans with the Senior Pastoral Lead, the pupil and the family, and you track whether they are working.
- You focus on the pupils who are persistently or severely absent, and you measure the difference your work makes.
- You lead Early Help assessments and meetings, and you bring in external agencies, such as family support services, when a family needs more.

You report to the Senior Pastoral Lead. The role involves regular travel for home visits, so you will need a full, valid UK driving licence and access to a car, or another reliable means of covering the local area during the school day.



About you

You are someone who wants to work with young people who find it hard to attend school. You will thrive in challenging environments and build positive professional relationships with pupils and their parents.

What the role asks of you:

- You are resilient. When a pupil's attendance falls before it improves, you stay with it and keep working at it.
- You are proactive. You act on the morning's absence information and you look for the next step before a situation escalates.
- You work well on your own. You can manage your own caseload and plan your day around home visits and meetings.
- You take direction. You work within the framework set by the Senior Pastoral Lead and follow agreed procedures, including the school's lone-working and safeguarding steps, consistently.
- You are a team player. You work closely with the attendance team, pastoral staff, and external agencies, sharing information appropriately and supporting colleagues when needed.
- You build trust with families as a professional adult who listens and responds to their concerns.
- You communicate well under pressure, whether by telephone, in writing and in meetings.
- You notice when something is wrong for a child, and you report it to the right person promptly.
- You are fully committed to the school's Christian vision and values of Caring, Learning, and Succeeding, and you bring them into your daily work with pupils, families, and colleagues.



Safeguarding at Lowton Church of England High School:

Lowton Church of England High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Suitability checks will be undertaken in accordance with KCSIE, including identity, Right to Work, qualifications, Prohibition check, two references and enhanced DBS check including Children's Barred List.

In addition, as part of the shortlisting process Lowton Church of England High School will carry out an online search as part of their due diligence on *shortlisted* candidates.

Shortlisted candidates will be asked to complete a self-declaration of their criminal record or information that would make them unsuitable to work with children. Self-declaration is subject to Ministry of Justice guidance on the disclosure of criminal records, further information can be found on [GOV.UK](https://www.gov.uk)

This role involves engaging in regulated activity relevant to children and applicants are reminded that it is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.



Guidelines on AI usage:

We appreciate your participation in our selection process and as part of our commitment to fairness, integrity, and authentic evaluation, we ask that you refrain from using artificial intelligence (AI) tools or other automated writing assistants in your application or assessments.

Our selection process is designed to assess your individual skills, creativity, and qualifications. The use of AI-generated content may compromise the authenticity of your application. Any detected use of AI in responses, may result in disqualification from consideration.

We encourage you to rely on your own experience, knowledge, and personal expression throughout the process. If you have any questions or concerns, we invite you to contact the school business manager Mr Rostron via recruitment@lowtonhs.wigan.sch.uk



Interested?

- Find out more about the school on our website and Facebook page.
- Speak to a member of staff about the school. We encourage people to visit or phone school with any questions that they may have about the role.
- We welcome applications from those seeking long-term permanent roles, but would be open to discussion around a fixed-term year where the role may support future training for roles within education.
- If you would like to have a conversation or arrange a visit please email: recruitment@lowtonhs.wigan.sch.uk with your details and a member of staff will get in touch.
- **Closing date: TBC**
- **1st Interview by Zoom: TBC (after school hours)**
- **Formal Interview Date: TBC**

The closing date for all applications is Midnight TBC

Early applications are encouraged and we reserve the right to close the vacancy early if a suitable candidate is found. We reserve the right to interview suitable candidates before the application deadline.

Unfortunately, we are unable to offer feedback on individual applications that are not shortlisted for interview.



LOWTON CHURCH OF ENGLAND HIGH SCHOOL
JOB DESCRIPTION

Job Title:	Student Support Manager: Attendance and Mentoring
Reports To:	Senior Pastoral Lead.
Staff Responsibility for:	
Liaising with:	The school attendance team, Senior Leaders, pupils, parents and carers, and external agencies.
Salary Scale:	G6 SCP 14-20
Term:	37 hours per week, term time + 1 week
DBS:	Enhanced

Job Purpose:

1. To improve and maintain high levels of attendance and punctuality across the school, using a proactive, supportive, and relationship-centred approach in line with the DfE statutory guidance Working together to improve school attendance (2024).
2. The focus of this role is direct, practical work with pupils and families, including first-day response, mentoring, in-school support, and home visits, to remove barriers to attendance.
3. This role is centred on supporting pupils and families who find it difficult to attend school. We are looking for someone with warmth, patience, and excellent interpersonal skills, who can build trusting relationships with pupils and families. The successful candidate will be a strong communicator and will show real resilience, staying calm and persistent when progress is slow. The role will also involve mentoring pupils in school who need additional pastoral support to engage in their learning.

Key Responsibilities

Daily first-response and punctuality

- Act promptly on the daily absence and lateness information provided by the attendance team to deliver first-day calling and same-day contact with parents and carers.
- Carry out a daily punctuality / 'late gate' presence, recording lateness, holding pupil conversations, and arranging follow-up.
- Hold mentoring conversations with individual pupils and small groups to understand and address barriers to attendance.
- Undertake home visits and welfare checks where appropriate, to re-engage pupils, support families, and assess need, following the school's lone-working and safeguarding procedures.
- Apply a graduated, support-first response, recognising when emotionally based school avoidance (EBSA) may be a factor and tailoring intervention accordingly.
- Deliver and review personalised attendance support plans agreed with the Senior Pastoral Lead, pupils, and families.



- Deliver targeted re-engagement sessions and activities for identified pupils in consultation with the inclusion and pastoral staff.
- Work proactively, day to day, with pupils identified as persistently or severely absent, tracking the impact of intervention.
- Build positive, trusting relationships with families, communicating effectively by telephone, correspondence, meetings, and home visits.
- Lead on Early Help assessments and meetings for pupils.
- Support individual pupils through liaison with external agencies (for example the school nurse or family support services) as directed, attending casework meetings where required.
- Liaise with service providers and families to support pupils experiencing EBSA.

Promoting a culture of high attendance

- Champion a whole-school culture of high expectations for attendance and punctuality, modelling the school's vision and values in all contact with pupils and families.
- Help deliver the school's attendance strategy as directed by the Senior Pastoral Lead, providing a proactive approach and an immediate, practical response to emerging attendance concerns.
- Work collaboratively with the attendance team to deliver improvement in pupil attendance

Welfare, safeguarding and wider duties

- Promote and safeguard the welfare of all pupils, reporting any concerns in line with the school's Safeguarding Policy and Keeping Children Safe in Education.
- Work as a team to provide cover for pupil services / student support office work when required.
- Attend training identified as essential professional development and undertake any other reasonable duties commensurate with the grade and job title as directed by the Headteacher.

The successful candidate must hold a full, valid UK driving licence and have access to a car for work purposes, as the role involves home visits and travel within the local area, or be able to meet the travel requirements of the role by other means. Mileage will be reimbursed at the school's agreed rate, and the postholder must ensure their vehicle insurance covers business use.

School Ethos:

1. Help foster a positive culture by upholding the vision and aims of the school.
2. Work co-operatively with, and in support of, everyone at the school.
3. Work with pupils and staff in a courteous, caring, and responsible manner.
4. Communicate effectively both internally and externally.
5. Work with visitors in such a way that it enhances the reputation of the school.



6. Play a full part in the life of the school community, support its distinctive mission and ethos, promote the school's image, and encourage staff and pupils to follow this example.

General:

1. Attend training as and when required by the school.
2. A willingness to work some flexible hours to enable home visits and occasional school events, where required.
3. Where a personal vehicle is used for work purposes, maintain a valid driving licence and appropriate business-use insurance.
4. Protect the school environment by making sure working areas are tidy, clutter free and safe to use.
5. As a user of the school's network, comply with the school's IT Code of Practice and understand that the school may monitor emails and internet activity.
6. Comply with the school's policy on Data Protection, being particularly careful with sensitive personal information about children and the school.
7. Adhere to and support the school policies.
8. Undertake any other reasonable duties commensurate with the grade and job title as directed by the Headteacher.

Note:

1. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
2. This job description forms part of the contract of employment of the person appointed to this post and is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

This position is equivalent to Wigan Council TA Level 3 Job Profile Gauge ref: A23288

Wigan HR Job Evaluation check 26th March 2021



Privacy Notice – Job Applicants

Lowton Church of England High School

Lowton Church of England High School *is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with School's policy review schedule.*

A current version of this document is available to all members of staff and job applicants on the job opportunities section of our website.

This privacy notice describes how we collect and use personal information about you during and after your work relationship with us, in accordance with the UK General Data Protection Regulation (UK GDPR).

Following Brexit, Regulation (EU) 2016/679, General Data Protection Regulation (GDPR) is retained EU law and known as UK GDPR. The UK GDPR sits alongside an amended version of the Data Protection Act 2018 that relate to general personal data processing, powers of the Information Commissioner, and sanctions and enforcement. The GDPR as it continues to apply in the EU is known as EU GDPR.

Successful candidates should refer to our privacy notice for staff for information about how their personal data is stored and collected.

Who Collects This Information

Lowton Church of England High School is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you.

Under data protection legislation we are required to notify you of the information contained in this privacy notice. This notice does not form part of any contract of employment or other contract to provide services and we may update this notice at any time.

It is important that you read this notice, together with any other policies mentioned within this privacy notice. This will assist you with understanding how we process your information and the procedures we take to protect your personal data.

Data Protection Principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

Categories of Information that We Collect, Process, Hold and Share

We may collect, store, and use the following categories of personal information about you up to the shortlisting stage of the recruitment process: -

- Personal information and contact details such as name, title, addresses, date of birth, marital status, phone numbers and personal email addresses;



- Emergency contact information such as names, relationship, phone numbers and email addresses;
- Information collected during the recruitment process that we retain during your employment including proof of right to work in the UK, information entered on the application form, CV, qualifications;
- Details of your employment history including job titles, salary and working hours;
- Information regarding your criminal record as required by law to enable you to work with children;
- Details of your referees and references;
- Details collected through any pre-employment checks including online searches for data;
- Your racial or ethnic origin, sex, and sexual orientation, religious or similar beliefs.

We may also collect information after the shortlisting and interview stage in order to make a final decision on where to recruit, including criminal record information, references, information regarding qualifications. We may also ask about details of any conduct, grievance or performance issues, appraisals, time, and attendance from references provided by you.

How We Collect this Information

- We may collect this information from you, your referees, your education provider, by searching online resources, from relevant professional bodies the Home Office and from the DBS.

How We Use Your Information

We will only use your personal information when the law allows us to. Most commonly, we will use your information in the following circumstances:

- Where we need to take steps to enter a contract with you;
- Where we need to comply with a legal obligation (such as health and safety legislation, under statutory codes of practice and employment protection legislation);
- Where it is needed in the public interest or for official purposes;
- Where it is necessary for our legitimate interests (or those of a third party) and your interests, rights and freedoms do not override those interests.
- Where you have provided your consent for us to process your personal data.

Generally, the purpose of us collecting your data is to enable us to facilitate safe recruitment and determine suitability for the role. We also collect data to carry out equal opportunities monitoring and to ensure appropriate access arrangements are put in place if required.

If you fail to provide certain information when requested, we may not be able to take the steps to enter a contract with you, or we may be prevented from complying with our legal obligations



We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

How We Use Particularly Sensitive Information

Sensitive personal information (as defined under the UK GDPR as “special category data”) require higher levels of protection and further justification for collecting, storing, and using this type of personal information. We may process this data in the following circumstances:

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- In limited circumstances, with your explicit written consent;
- Where we need to carry out our legal obligations in line with our data protection policy;
- Where it is needed in the public interest, such as for equal opportunities monitoring (or in relation to our pension scheme);
- Where it is necessary to protect your interests (or someone else’s interests) and you are not capable of giving your consent.

Criminal Convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where it is necessary to carry out our legal obligations. We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so.

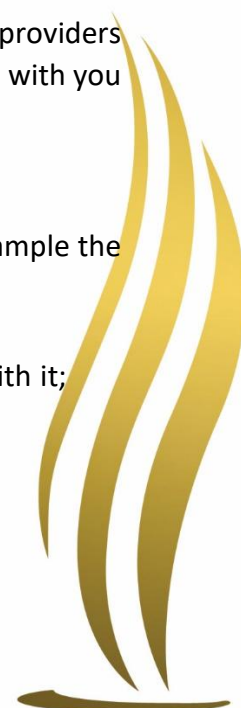
Where appropriate we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of working for us.

Sharing Data

We may need to share your data with third parties, including third party service providers where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

These include the following:

- Academic or regulatory bodies to validate qualifications/experience (for example the teaching agency);
- Referees;
- our Local Authority in order to meet our legal obligations for sharing data with it;
- Other schools;
- DBS; and
- Recruitment and supply agencies.



We may also need to share some of the above categories of personal information with other parties, such as HR consultants and professional advisers. Usually, information will be anonymised but this may not always be possible. The recipients of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or as required to comply with the law.

Retention Periods

Except as otherwise permitted or required by applicable law or regulation, the school only retains personal data for as long as necessary to fulfil the purposes they collected it for, as required to satisfy any legal, accounting or reporting obligations, or as necessary to resolve disputes.

Once we have finished recruitment for the role you applied for, we will then store your information in accordance with our Retention Policy. A copy can be requested by emailing dpo@lowtonhs.wigan.sch.uk

Security

We have put in place measures to protect the security of your information (i.e., against it being accidentally lost, used, or accessed in an unauthorised way). In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. Details of these measures are available in our information security policy.

You can find further details of our security procedures within our Data Breach policy and our Information Security policy, available on request.

Your Rights of Access, Correction, Erasure and Restriction

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Under certain circumstances by law, you have the right to:

- Access your personal information (commonly known as a “subject access request”). This allows you to receive a copy of the personal information we hold about you and to check we are lawfully processing it. You will not have to pay a fee to access your personal information. We may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.
- Correction of the personal information we hold about you. This enables you to have any inaccurate information we hold about you corrected.
- Erasure of your personal information. You can ask us to delete or remove personal data if there is no good reason for us continuing to process it.



- Restriction of processing your personal information. You can ask us to suspend processing personal information about you in certain circumstances, for example, if you want us to establish its accuracy before processing it.
- To object to processing in certain circumstances (for example for direct marketing purposes).
- To transfer your personal information to another party.

If you want to exercise any of the above rights, please contact the Headteacher in writing.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

Right to Withdraw Consent

In the limited circumstances where you may have provided your consent to the collection, processing, and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Network Manager (dpo@lowtonhs.wigan.sch.uk). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

How to Raise a Concern

We hope that the Network Manager can resolve any query you raise about our use of your information in the first instance.

We have appointed a data protection officer (DPO) to oversee compliance with data protection and this privacy notice. If you have any questions about how we handle your personal information which cannot be resolved by the Network Manager then you can contact the DPO on the details below:

Data Protection Officer: Judicium Consulting Ltd

Address: 72 Cannon Street, London, EC4N 6AE

Email: dataservices@judicium.com

Web: www.judiciumeducation.co.uk

Lead Contact: Craig Stilwell

You have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues.

