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## Your job

**Job Title: Children Missing Education Attendance Officer**

**Service: Children Missing Education and Elective Home Education**

**Grade: G6**

**Reporting to: EHE and CME Manager**

As an Attendance Officer within the Children Missing Education (CME) and Elective Home Education (EHE) services, you will play a vital role in ensuring children and young people access suitable education without delay. This is a fast-paced and demanding role where you will manage a varied caseload, including complex cases where statutory intervention and enforcement may be required.

You will need strong organisational skills, confidence in the use of IT systems, and excellent attention to detail to maintain accurate, legally robust records and meet deadlines. Working closely with families, schools, Social Care, Early Help, legal services and partner agencies, you will act as a key point of contact, supporting children accessing education and ensuring safeguarding remains central to all decision-making.

You will develop a strong understanding of statutory responsibilities relating to CME, EHE and school attendance enforcement, while building effective multi-agency relationships to support timely and appropriate education placements. You will become confident in using local authority systems to track children into suitable education or when they move out of borough, embedding high-quality case management and recording practices across your work. On an ongoing basis, you will apply the legal framework to your caseload, managing School Attendance Order processes, preparing reports for court, and representing the local authority where required. You will contribute to multi-agency meetings, undertake home education visits, and ensure families clearly understand their responsibilities.

The role is supported by flexible working arrangements. You will be based at the Life Centre (South Building) and expected to work from the office each week, alongside the flexibility to work hybrid on some days where service demands allow. However, this is a highly mobile role that involves significant travel across the borough, including visiting family homes, schools and partner settings. You will need to be adaptable, able to plan your time effectively, and committed to delivering a responsive service while maintaining accurate records and adhering to GDPR and safeguarding requirements.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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### **In this job you will:**

In the next 12 months, you will:

- Develop a strong working knowledge of statutory duties relating to Children Missing Education, Elective Home Education and school attendance enforcement.
- Build effective working relationships with Social Care, Early Help, schools, legal services and wider partners to support timely education outcomes for children.
- Become confident in the use of local authority systems to track children into education or out of borough.
- Embed consistent and high-quality case management and recording practices across your caseload.

### **On an ongoing basis you will:**

- Act as the local authority officer for children, young people and families where consideration for statutory intervention for

non-school attendance has been identified within the Elective Home Education and Children Missing Education service.

- Manage a caseload including complex cases that may include enforcement activity, ensuring proportionate, timely and legally robust decision-making.
- Work in partnership with teams across Children's Services, schools, legal services and wider partners to secure suitable education without delay.
- Under the direction of the Service Manager, implement, review and monitor caseloads, ensuring plans remain appropriate, effective and child-focused.
- Work confidently across the safeguarding threshold and alongside existing plans, including Early Help, Child in Need and Child Protection plans.
- Apply the legal framework to ensure parents and carers are held to account where they fail to secure a suitable education under Elective Home Education arrangements.
- Manage School Attendance Order (SAO) cases, including issuing notices, supporting school admission meetings and representing the local authority at court where required.
- Attend and contribute to multi-agency meetings, representing the education perspective and ensuring education remains a priority in planning.
- Use local authority and national systems to track children:
  - Back into school or suitable education
  - Or where children have moved out of Wigan
- Maintain accurate, timely and legally sound electronic case records, including chronologies, evidence, correspondence and outcomes.
- Communicate clearly and professionally with families, schools and professionals, including explaining statutory processes and legal expectations.
- Prepare accurate reports and updates to support decision-making, audit requirements and court proceedings.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Undertake Home Education visits as required to support demand.

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- A recognised professional qualification in a relevant field (e.g. Education, Social Care, Youth Work) or significant relevant experience.
- Experience of working with children and families within education, safeguarding or children’s services.
- A sound understanding of Children Missing Education processes and safeguarding responsibilities.
- Experience of attending and contributing to multi-agency meetings and working collaboratively across services.
- Ability to use case management, tracking and recording systems accurately and confidently.
- Strong organisational skills with a high standard of accuracy and attention to detail.
- Ability to communicate clearly and effectively with families, schools and professionals, both verbally and in writing.
- An understanding of information sharing, confidentiality and data protection requirements.

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## Our Culture

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

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”