Your job

Job Title: Attendance Officer

Service: Attendance Team

Grade: 6

Reporting to: School Attendance Lead

Within the Attendance Service you will be the local authority officer for a child, young person, and family where consideration for statutory intervention for non-school attendance has been identified. This will include enforcement case work, alongside the statutory duties for Education Penalty Notices and Children Missing Education. You will work in partnership with teams across children's services, schools, and wider partners in line with the key priorities of the Attendance Strategy and the wider Excellence in Education Strategy.

Under the direction of the team manager, you will effectively implement, review, and monitor your caseload to ensure appropriateness of the plans in place. You will work across the safeguarding threshold and alongside any existing plans of support for the child, young person, and family to ensure the most appropriate legal pathway is considered. You will utilise the legal framework to ensure parents and carers are held to account if improvements are not made in a timely manner. You will work collaboratively with schools, and wider professionals across Children's Services to ensure everyone has clear actions in respect of their attendance response.

In addition, you will support schools in providing case work led intervention to improve non-school attendance at an earlier opportunity through the Attendance Service commissioned offer. This will involve working holistically to address the root cause to ensure that children and families are supported before their needs escalate.

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.

In this job you will:

In the next 12 months, you will:

- Expand knowledge and application of the attendance legal framework, developing confidence in the preparation of evidence, case management, and progression of cases through the statutory attendance pathway to ensure interventions remain proportionate, timely, and legally compliant.
- Increase direct engagement with children, young people and families, undertaking attendance-focused interventions that identify barriers to school attendance, support sustained improvements, and reduce the need for escalation to enforcement activity where appropriate.
- Further develop partnership working with schools and professionals, ensuring attendance plans contain clear actions, expectations and review arrangements, and that all agencies understand their responsibilities in securing regular school attendance.

On an ongoing basis you will:

- Deliver casework where concerns regarding school attendance have been referred through the Attendance Pathway.
- Manage, review and monitor an allocated caseload, ensuring interventions and support plans remain appropriate, proportionate and effective.
- Build and maintain effective working relationships with schools, Children's Services colleagues and partner agencies to secure improved attendance outcomes for children and young people.
- Work alongside Early Help, Child in Need and Child Protection plans to develop and implement attendance action plans with children,

young people and their families, utilising the statutory attendance framework where necessary to promote parental responsibility and secure timely improvements.
- Maintain accurate, comprehensive and timely electronic case records, ensuring evidence is gathered, recorded and stored in accordance with service requirements.
- Ensure compliance with GDPR and information governance requirements by regularly reviewing case information and managing records in line with agreed retention and disposal schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Have a recognised professional qualification in a relevant field such as Education, Social Work, Youth Work, or law and/or significant proven relevant experience.
- Have significant experience of working with children, young people and their families holistically to address attendance concerns.
- Have significant knowledge of the Early Help framework and / or specialist assessment processes.
- Have sound knowledge and experience of legal proceedings in accordance with the Education Act and associated legislation.
- Have a sound knowledge of legislation relating to Safeguarding in Education and Pupil Registration regulations.
- A good level of awareness of the potential barriers to school attendance by children and young people and potential strategies to address them.

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.

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