

Post Title: Attendance and Student Services Administrator

Pay Range: NJC Grade 3, 5-7

FTE £25,583-£26,403, **Pro-rata** - £21,908-£22,610

Line Manager: Attendance Officer



Chilwell School

Main purpose of the job

To lead, coordinate and deliver an efficient, high-quality attendance and student services provision. This includes improving school attendance and punctuality, providing pastoral support, ensuring the safeguarding and welfare of students, and delivering high-quality administrative services to support the Attendance, Pastoral and Safeguarding teams.

Duties and Responsibilities

Attendance Improvement & Safeguarding Support

- Promote and implement strategies to improve student attendance and punctuality across all year groups, in line with school targets and national expectations
- Monitor, analyse and report on attendance data using the school's MIS (Arbor), providing insights and updates to the Senior Leadership Team and external agencies
- Lead on first-day absence procedures and ensure accurate, timely attendance registration.
- Conduct home visits and parental meetings to address concerns around attendance, persistent absence or punctuality, including support with Early Help Assessments.
- Liaise with families and external professionals including Education Welfare, Social Services and Health teams to overcome barriers to attendance.
- Work closely with pastoral staff and safeguarding leads, ensuring attendance concerns are cross-referenced with safeguarding priorities.
- Support and contribute to initiatives that build pupil self-esteem, resilience and positive engagement with school life.

Administrative & Pastoral Support

- Provide efficient administrative support for attendance management, detentions, fixed-term suspensions and transition processes
- Maintain accurate student records across multiple systems, including Arbor and CPOMS, ensuring legal compliance and safeguarding best practice
- Manage and administer the student medication system and medical records, including IHCPs (Individual Healthcare Plans) and daily medication protocols
- Act as a First Aider, administer basic medical care, and plan and deliver medication awareness training to staff as required
- Support the transition of students joining the school, including Key Stage 2–3 transfers and in-year admissions
- Assist in the preparation and issue of formal letters, penalty notices and attendance improvement plans

Student Support and Engagement

- Build positive relationships with students and families, particularly those at risk of underachievement due to poor attendance or wellbeing.
- Support with the delivery of small group interventions (e.g., Year 7 transition group, confidence-building sessions, ELSA support).
- Implement and monitor attendance reward programmes to promote good attendance and punctuality.
- Support the supervision of students before/after school, during breaktimes and on school trips or enrichment activities.

Communication & Liaison

- Serve as a key point of contact for attendance, punctuality and student services queries from parents, staff and external stakeholders.
- Liaise with teaching staff, pastoral leads, safeguarding teams and SENCO to share relevant information on pupil welfare and engagement.
- Attend relevant meetings (e.g., pastoral, safeguarding, TAC/CIN) and contribute to multi-agency plans where required.
- Respond sensitively to enquiries from students, families and visitors, always promoting a positive image of the school.

Professional Development

- Regularly review the effectiveness of your deployment and its impact on pupils' progress, attainment and wellbeing, and responding to advice and feedback from colleagues
- Be responsible for improving your practice through training and development opportunities identified by the school, or as developed as an outcome of your professional targets
- Participate in training, learning activities and professional development

School Ethos and Employee Expectations

- To work under the direct instruction of senior staff to support access to learning for pupils and provide general support to the school and teachers in the day-to-day management of pupils and the classroom.
- Support the aims and ethos of the school as defined in the staff handbook and school prospectus
- Set a good example in terms of conduct, professional appearance, punctuality and attendance
- Uphold the school's behaviour policy, uniform regulations, classroom codes and code of conduct in a consistent, firm and non-confrontational manner
- Maintain a purposeful and calm atmosphere.
- Take responsibility for personal development making full use of the school's professional development opportunities and training
- Treat pupils with dignity, building relationships rooted in mutual respect, and always observing proper boundaries appropriate to your professional position as an adult working in a school.
- Work proactively and effectively in collaboration and partnership with teachers, learners, parents/carers, governors, other staff and external agencies in the best interests of pupils
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the postholder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post holder.

This post is subject to an enhanced DBS criminal record check and an online search.

Person Specification – Attendance and Student Services Officer

	Essential	Desirable
Qualifications and Training		
Good general education with GCSEs (or equivalent) in English and maths	✓	
Full, clean driving licence and use of a vehicle	✓	
A professional qualification relevant to the post such as social work, teaching, youth work or other relevant qualification		✓
Safeguarding trained		✓
Willingness to undertake further training as necessary	✓	
First aid trained		✓
Experience		
Knowledge of school's behaviour and management policy and procedures		✓
Knowledge of Child Safeguarding procedures	✓	
Experience of working with children and within a school attendance related service	✓	
Up-to-date knowledge of attendance regulations	✓	
An understanding of the issues affecting truancy and non-school attendance	✓	
An understanding of issues that may affect a pupil's ability to attend school	✓	
Awareness of legislation relating to the welfare and protection of young people	✓	
Working with young people and their families, preferably within an educational context	✓	
Using IT systems to compile reports as well as analysing statistical data for monitoring purposes	✓	
Working with professionals and other agencies and in a multi-agency context	✓	
Previous experience of school MIS like Arbor	✓	
Awareness of pupil premium and free school meals	✓	
Skills and Abilities		
Ability to establish relationships at all levels, dealing sensitively with people	✓	
Excellent organisational skills, including ability to manage multiple tasks and projects and meet tight multiple deadlines	✓	
Ability to assist with transition between phases both inside and outside school	✓	
Co-operative and positive, with the ability to work hard under pressure while maintaining a professional attitude	✓	
Adaptable, open to change, and willing to take on challenges with enthusiasm	✓	
Understanding the need for confidentiality and data protection	✓	
Use of ICT including Excel, Microsoft office and google workspace.	✓	
Motivated, with the skills to build networks and relationships across a range of external stakeholders	✓	
Ability to enlist outside expertise and resources to enhance effectiveness	✓	
Equal Opportunities		
Understanding of different social backgrounds of pupils	✓	
Full commitment to community cohesion and inclusion	✓	



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