



# **Maidenhill School**



## **APPLICANT PACK**

### **Attendance Support Officer**

**March  
2025**



Dear Applicant,

We are a welcoming and inclusive 11-16 school that has, due to its popularity, grown rapidly in size to be oversubscribed from September 2024 with c.730 students on roll. Our mission is 'Creating and Achieving a Brighter Future' and we live by our mantra 'Be Kind, Aspire, Persevere, Achieve' by providing the very best education for our young people.

We want our students to be equally supported and challenged during the five years they spend with us and for them to enjoy their time with us as we nurture them to become confident, happy and successful young adults. We are deeply ambitious for every individual and upon leaving us, we are determined they will be able to access the very best opportunities in further and higher education.

As a school we want to become ever more outward-looking, broadening our links and partnerships to further develop Maidenhill School as a learning hub for the wider community. The governors and I are clear that we want Maidenhill School to be the 'school of choice' for parents and young people.

**Most Recent Staff Survey – (completed anonymously by ALL staff):**

- 100% staff (teaching and non-teaching) state that they enjoy working at Maidenhill
- 100% staff (teaching and non-teaching) state they would recommend Maidenhill as a place of work

We are seeking to appoint a talented and committed person to help drive the improvement of attendance. We are a school where we pride ourselves in knowing our students really well. By working closely together as a team we can ensure individual student achievement is at the heart of everything we do. This is an opportunity for an outstanding individual and for someone who wants to broaden their skills as you can, and will be, fully involved in all aspects of our school's life. You will be joining a committed pastoral team, led by our Assistant Headteacher (Student Welfare & Guidance).



### The successful applicant will

- \* Have experience and or knowledge of driving attendance in a school
- \* Have a passion for working with children and adults
- \* Have student achievement at the heart of everything they do
- \* Be committed in the pursuit of removing barriers to attendance
- \* Have personal drive to see things through
- \* Have the ability to take the initiative when making decisions
- \* Have tenacity and resilience to continue when things get tough
- \* Be an excellent communicator verbally on the telephone, in writing and in person, when speaking to children and parents
- \* Have knowledge and experience or the capability to learn and use school systems to gather and record information.
- \* Have the ability to drive to conduct home visits

This post would suit someone with experience of working with people and or someone who has experience of working in the pursuit of improvement. We have a 'New Staff Induction Programme' for all staff that join our school and support will be provided by the line manager and the wider team.

If, having read the job description, person specification and information about our department you would like to speak to someone further about the post and/or come for a guided tour, please get in touch via my PA Nathaëlle Bessière on [nbessiere@maidenhill.gloucs.sch.uk](mailto:nbessiere@maidenhill.gloucs.sch.uk).

If you are interested in applying for this position, please complete the application form and submit it with a covering letter to [vacancies@maidenhill.gloucs.sch.uk](mailto:vacancies@maidenhill.gloucs.sch.uk) by **9am Monday 7th April 2025**. The letter should be no more than two sides of A4 and no less than size 12 font. If enough applications are received, it's likely we may close for applications earlier than the stated date.

We look forward to reading your application and meeting you at interview.

Yours sincerely,



Andy Hunter



**Position:** Attendance Support officer

**Contract:** Permanent

**Hours:** 22.5hrs per week

9am—2pm with 30 minute break each day

**Salary:** Starting from £13,023pa

**Start date:** ASAP

**Deadline for applications:** 9am Monday 7th April 2025—Any application made after this time will not be accepted

**Interview date:** Wednesday 9th April 2025



## Pastoral Team at Maidenhill School

Our pastoral team is the largest team at the school. This is very deliberate to ensure that our students are supported to reach and exceed their potential. The team consists of:

- 5 x Head of Year
- 1 x Referral Room Manager
- 1 x Refocus Room Manager
- 1 x Attendance officer
- 1 x Education Welfare Officer
- 1 x Assistant leader of Student Welfare & Guidance
- 1 x Assistant Headteacher (student Welfare & Guidance)

This role will involve working closely with the attendance officer and the EWO. Although on a daily basis there will be numerous interactions with the head of Year team. The team and the wider staff body of the school are extremely friendly and supportive, we have an active staff room and these social interactions are welcomed.

The role will potentially be challenging due to interactions with children and families who may be not prepared to listen to reason and at times assertion about coming to school, however it will be incredibly rewarding. You will have the privilege of interacting with numerous children and families on a daily basis on the phone, via email and in person. The role will need someone with tenacity, empathy and perseverance to help break habitual patterns of absence and ultimately get more students to school and reduce absence.

Maidenhill is committed to developing a team of staff, teaching and non-teaching, who constantly strive to improve their own practice to secure the best possible outcomes for students. In our small school, there are many opportunities to work collaboratively with other staff, in addition to whole school CPD sessions that provide regular opportunities for staff to share good practice.

Mr A Hara,  
Assistant Headteacher (student Welfare & Guidance)



**Job Title:** Attendance Support Officer

**Salary Grade:** Grade 4—£15,917 pa  
27 hours per week term time only

**Responsible to:** Assistant Head (Student Welfare and Guidance), Head Teacher

## Job Purpose:

- To support the school's aim to "create and achieve a brighter future" for all students
- To contribute to our raising achievement agenda by assisting the improvement of school attendance and reducing persistent absence
- To assist in providing a specialist professional service to support the school in raising attendance, reducing persistent absences and improving punctuality to assist the school in meeting their obligations and targets in relation to school attendance and persistent absence
- To promote positive attitudes by students and families towards education, attendance and punctuality and to ensure that parents are made fully aware of their statutory responsibilities
- To proactively work with students and families to ensure good individual and whole school attendance and punctuality
- To work with students and make unsupervised contact with families in their own homes and elsewhere to assess the reasons impacting on attendance of individual students, facilitating their return or access to regular full-time education provision

## MAIN DUTIES AND RESPONSIBILITIES

- Be one of the first points of contact for attendance issues in school.
- Be responsible for organising a daily check on children at risk of truanting. To contact all absent students daily - 'First Day Calling'.
- To liaise with parents / carers using email, phone calls, letter and text messaging
- To develop and maintain constructive relationships with parents/carers when exchanging information, facilitating their support for their child's attendance/punctuality
- Chase up reasons for absence using agreed systems.
- Under the direction of the Headteacher and Senior Leadership Team provide advice and support for students returning to school after a long period of absence.
- Make contact with previous schools and gain any relevant information about the attendance records of new students.
- Be available to carry out home visits for identified individual students where telephone contact has failed
- Liaise with the attendance officer, Education Welfare Officer and Assistant Headteacher regarding individual students
- To liaise with tutors, Learning Community Leaders and SLT and alert to any patterns and concerns
- Keep up to date with current and new attendance systems
- As directed by the Headteacher and Senior Leadership Team participate in the development of school reward systems in relation to attendance.





- Assist with the producing and interpretation of statistical data relating to attendance patterns of groups within the school.
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- Attend and participate in meetings as required.
- Contribute to the overall ethos/work/aims of the school.
- Participate in training, other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Any other duties commensurate with the duties/responsibilities /grade of the post
- Deputising for the Attendance Officer to cover basic attendance processes on the rare occasions it is required

**SPECIFIC RESPONSIBILITIES:** (Please note that these will evolve as systems and practice change)

Daily:

- To make phone calls on first day of absence in line with school policy and send absence texts.
- To record Parent/Carer Absence calls and ensure that reason for absence and any other additional information is fully documented
- To conduct home visits to identified students
- To proactively work with students in a positive, can-do manner
- Liaise with the attendance officer and EWO regarding absent students

Weekly:

- To maintain tracking data of student absence to allow for follow up and further parental contact
- To attend meetings as appropriate and contribute as required
- Look for trends and patterns of absence and discuss with the attendance officer.

Other:

- To maintain clear expectations, high standards of professionalism and collaboration to meet the School Improvement Planning priorities

Strategic Direction and Development:

- To assist in the development, management and monitoring all management information systems relating to attendance and persistent absence
- To work within school policies and procedures, contributing to the provision of an effective environment for learning
- To support the promotion of positive relationships with students, parents / carers and outside agencies
- To maintain and update computerised record/management information systems



## Accountability:

- To work accurately and to strict deadlines with a professional approach incorporating confidential matters and safeguarding
- To participate in and respond to Performance Management and associated outcomes
- To take care for own and other people's Health and Safety, undertaking Risk Assessments as appropriate

## Duties—Supporting Staff:

- Support the attendance team by the providing attendance and punctuality information as required
- Assist the attendance officer, to ensure all school documentation for public distribution is prepared to set deadlines and ensures the school's reputation is enhanced

## Duties—Supporting Students:

- Provide students with relevant attendance and punctuality information as requested
- Set a good example in terms of personal presentation, attendance and punctuality
- Intervene with students in an effective and timely manner

## Health & Safety:

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions
- Cooperate with the employer on all issues to do with health, safety and welfare including the reporting to the line manager or SLT of any dangerous situations in the work place, or any perceived shortcomings in health and safety arrangements

## Continuing Professional Development:

- In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the School
- Undertake any necessary professional development as identified to aid School Improvement taking full advantage of any relevant training and development available
- Undergo appropriate training to support the delivery of 'specified work' to develop skills for the post
- Maintain a professional portfolio of evidence to support the Performance Management process - evaluating and improving own practice





**General responsibilities:**

- To be aware of and work in accordance with the school's safeguarding policies and procedures and to raise any concerns relating to such procedures
- To be aware of and adhere to applicable rules, guidelines, regulations, legislation, policies, procedures and working practices of Maidenhill School including compliancy with General Data Protection (GDPR)
- To contribute to school improvement work ensuring that student learning is central to all activities
- To attend staff /department meetings, training and school events as required
- To maintain confidentiality of information acquired while undertaking duties
- Communicate regularly with staff, students and parents, making positive and constructive comments about work and student progress and keeping up to date with personal information, wider aspects of the school agenda, recreation opportunities, enjoyment and professional development
- To be responsible for your own continuing self-development and engage constructively with the performance management process, including any relevant training to further develop knowledge and skills to enhance own performance and support the school improvement agenda
- To contribute to the training and development of the workforce

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Head Teacher or the incumbent of the post.

Staff Signature: \_\_\_\_\_

Head Teacher: \_\_\_\_\_

Date: \_\_\_\_\_



## Attendance Support Officer

Criteria	Essential	Desirable	Evidence
Qualifications and training	<ul style="list-style-type: none"> <li>GCSE grades C or above in English and maths, or equivalent</li> <li>Record of effective training in related areas</li> <li>Driving licence and own transport</li> </ul>	<ul style="list-style-type: none"> <li>Some form of related training</li> <li>Child protection training</li> <li>Minibus driving qualification</li> <li>Sound knowledge of educational policy and practice</li> </ul>	Application Form
Experience	<ul style="list-style-type: none"> <li>Experience of working with young people in a professional, educational or voluntary capacity</li> <li>Experience of working with a range of adults</li> <li>Experience of working independently and as part of a team</li> <li>Experience of liaising with other professionals, parents and agencies</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a school environment</li> <li>Experience in dealing with families</li> </ul>	Application Form  Interview  Letter of
Skills and understanding	<ul style="list-style-type: none"> <li>Excellent communication / interpersonal skills with students, staff, parents, Senior Leaders and other agencies</li> <li>Understanding of the importance of education</li> <li>Understanding the complexities of young people's emotional and educational needs and issues that may present barriers and lead to poor attendance</li> <li>Ability to communicate, motivate, support and inspire young people to attend well</li> <li>Willingness to take on responsibilities and seek out solutions</li> <li>Ability to break down barriers, and to plan and deliver programmes of support to enable students to attend more</li> <li>Ability to manage challenging situations, multi task and communicate effectively with a range of adults and agencies</li> <li>Ability to understand school policy and practices</li> <li>Ability to assess and manage risk with regard to home visits and meetings with parents /students in school</li> <li>Ability to work effectively as part of a team and develop good working practices collaboratively</li> <li>Ability to build constructive relationships with parents/ carers/ outside agencies</li> <li>Excellent organisation / resource and time management</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using IT such as email and word to support professional practice</li> <li>Understanding of child protection legislation and responsibilities</li> </ul>	Observation  Reference  Letter of application  Interview



## Attendance Support Officer

Criteria	Essential	Desirable	Evidence
Attitudes	<ul style="list-style-type: none"> <li>Ability to keep appropriate records and effectively share required information</li> <li>Ability to gather information and produce reports with evidence</li> <li>Ability to inspire and motivate others</li> </ul>		Application Form
	<ul style="list-style-type: none"> <li>Caring, sensitive and diplomatic</li> <li>A passion for learning and education</li> <li>High expectations of self and others</li> <li>Excellent personal record of attendance and punctuality</li> <li>Understanding the need for a reflective approach</li> <li>Understanding the importance of monitoring and evaluation</li> <li>Understanding the need to be an excellent role model to staff, parents and students</li> <li>Positive and energetic with an enthusiasm for learning</li> <li>Sense of humour and fun</li> <li>Flexible and adaptable, able to work occasional evenings / weekends</li> </ul>		Letter of Application  Reference  Interview  Observation

AF	Application form
L	Letter of application
O	Observation
R	Reference
I	Interview

