



Job description: Attendance Officer and Office Administration

Job details

Salary: SO1 SP23 £35,589.00

Hours: 35 hours per week, 08:30-16:30

Contract type: Full-time (Term-time + 2 weeks), fixed-term

Reporting to: Assistant headteacher

Responsible for: Reprographics

Main purpose

The Attendance Officer and Office Administrator will be responsible for ensuring the efficient management of student attendance and providing high-quality administrative and first aid support across the school. This role supports the smooth day-to-day running of the school by maintaining accurate records, liaising with families and external agencies, and contributing to safeguarding and pastoral care, while upholding a professional and responsive front-of-house presence.

Duties and responsibilities

Attendance officer

Administration

- Ensure daily attendance registers including lesson registers, are accurate and complete, and follow up with staff members about any incomplete data
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Support in drafting and sending exclusion letters to parents
- Manage attendance returns for the school census
- Manage the EWO's caseload
- Manage the process of issuing penalty notices to parents and report back to EWO
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's MIS and other relevant systems (IRIS Truancy)
- Make referrals to the school nursing team where necessary
- Liaise with outside professionals (e.g. social workers and medical professionals)
- Register the late students and take their mobile phones for daily storage until 3:05 pm
- Inform DSL of lates before noon



- Oversee students records/filing

Working with parents/carers

- Coordinate meetings with pupils and parents/carers to implement attendance interventions and track attendance improvements
- Build positive relations with parents/carers to encourage family involvement in their child's attendance
- Identify, and where possible, mitigate potential barriers to attendance in partnership with families
- Coordinate EWO home visits, where necessary, to address attendance concerns for individual pupils
- Coordinate school meetings with parents/carers

First Aid

- As a first aider for the school, provide care to students, staff and visitors as needed.
- Maintain first aid logs, incident reports, and medical plans for students with ongoing needs.
- Monitor and replenish first aid supplies across the site.
- Liaise with parents/carers regarding student illness or injury, and support with safe management of medications on site.
- Coordinate the response to medical emergencies and liaise with emergency services where required.
- Ensure staff are informed of medical alerts and allergy plans for students.
- Make referrals to the school nursing team where necessary.
- Engage in first aid training for students with complex medical needs.

Reception and Administrative Support

- Welcome visitors to the school, ensuring safeguarding procedures (visitor badges, sign-in, etc.) are strictly followed.
- Answer incoming calls and manage the school's general email inbox, directing enquiries appropriately.
- Handle deliveries, post, and messages in a timely and confidential manner.
- Oversee the administration of events, parent communication, room bookings, and hospitality arrangements.
- Support in the accurate and up-to-date student and staff records on the MIS (e.g. SIMS/Inventory/G4S/Parentpay and Parentmail).
- Provide reprographics support including printing, copying, and collating materials for staff.
- Oversee lost property handed into Reception.
- Oversee the administration/attendance of parents' evenings and curriculum evenings.
- Oversee the flow of information coming in and out of the school which includes all letters through Parentmail.
- Oversee fire registers of staff and students.
- Check the agency hours for HR on Inventory.



- Working with SLT update the staff handbook annually
- Working with SLT update the whole school master calendar annually

Other relevant duties

- Oversee the weekly school bulletin and ensure circulation
- Support whole-school communication and admin tasks during busy periods or staff absence
- Provide administrative support to the pastoral and safeguarding teams where required
- Participate in training relevant to the role, including safeguarding, SIMS/Bromcom, and first aid updates
- Uphold a professional and calm demeanor in a fast-paced environment

The Attendance Officer and Office Administrator will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Attendance Officer and Office Administrator will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher.



Person specification

CRITERIA	QUALITIES
Qualifications and training	<p>Essential:</p> <ul style="list-style-type: none"> GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Math's <p>Desirable:</p> <ul style="list-style-type: none"> First Aid at Work qualification (or willingness to complete) Relevant admin or customer service qualifications
Experience	<p>Essential:</p> <ul style="list-style-type: none"> Experience working in a school or public-facing office environment Experience using a school MIS system Experience maintaining accurate records and working with confidential information
Skills and knowledge	<p>Essential:</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills Proficiency in Microsoft Office (Excel) and standard office software Ability to prioritise workload, multitask, and remain calm under pressure Understanding of safeguarding and data protection procedures
Personal qualities	<p>Essential:</p> <ul style="list-style-type: none"> Friendly, approachable, and professional manner Ability to build positive relationships with pupils, staff, and families Highly organised, proactive, and detail-oriented Commitment to equality, inclusion, and promoting the school's ethos Willingness to learn and take initiative Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school Ability to work under pressure and prioritise effectively