

MEDWAY COUNCIL - JOB PROFILE

Post Title: Attendance Officer (QI003)

Directorate: Children and Adults

Division : Education and SEND

RANGE: 3

Responsible To: Attendance Lead / Attendance Manager

1. MAIN PURPOSE OF JOB

To liaise with pupils, families, schools and partner agencies to ensure that all pupils of compulsory school age, receive their entitlement to full-time education.

To assist schools in raising their whole school attendance by advising on attendance policies and statutory Department for Education (DfE) guidance, using all measures available to enforce parental responsibilities, including prosecution through the courts where necessary.

Demonstrate the ability to explain straightforward tasks to others, where required to undertake any other duties as identified by the Attendance Lead/Manager which may include covering colleagues within the Attendance Team.

To carry out home visits as appropriate and ensure that Medway's lone working policy is followed.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

ACCOUNTABILITY

Supporting the delivery of an efficient and compliant service to providers with the aim of improving the attendance of CYP accessing provisions in Medway.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

KEY CORPORATE ACCOUNTABILITIES

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

2. PERSON SPECIFICATION Qualifications

Essential

- Professional qualifications in education or other relevant qualification.
- Full driving licence and access to own transport.
- Ability and willingness to travel in order to meet requirements of the role

Knowledge

Essential

- Knowledge of legislation relating to School Attendance, Admissions, Children Missing Education, Elective Home Education, Child Performance Licensing and Child Employment.
- An understanding of issues impacting school attendance and access to education, including issues relating to disadvantaged, SEND or vulnerable students.
- An up to date working knowledge of safeguarding frameworks.

Desirable

- Demonstrable understanding of data management including the ability to interpret trend information to shape service delivery
- Demonstrable track record of working with chaotic and difficult to engage families and evidence of successful intervention

Experience

Essential

Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions

- Experience of working in an education setting
- Experience of IT systems and ability to produce letters and correspondence and interrogate data
- Experience of working directly with children and families

- Experience of pastoral care in schools and academies or safeguarding.

Skills (Mental skills/Communication skills/Physical skills)

Essential

- Ability to maintain productive relationships with a wide range stakeholders and influence decision making at a strategic level.
- Ability to model high levels of professionalism and promote a culture of professional standards and accountability amongst the Inclusion Team.
- Ability to analyse and interpret varied and complex information, and use this information to develop strategies, anticipate challenges and identify solutions.
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Ability and willingness to travel in order to meet requirements of the role.
- Essential car user.

Personal qualities (Mental demands)

- Personal resilience, energy and enthusiasm.
- Strong organisational skills and ability to meet deadlines.
- A can-do, solution focused approach to working.
- Strong interpersonal and communication skills

3. ORGANISATION (i) ORGANISATION CHART

Attach a copy of the Service organisation chart - attached

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The Attendance Officer will report directly to, and be line managed by, the Attendance Lead / Attendance Manager.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The postholder will be expected to work to a high level, independently and as part of the service teams for Inclusion. The postholder will require the ability to demonstrate a high level of initiative, self-motivation, proactivity, alongside the ability to work in a demanding environment.

The postholder will demonstrate and promote a highly organised way of working, ensuring that work progresses and that projects are seen through

to completion a timely way. Individuals will be motivated to identify creative and innovative ways to develop practice and overcome barriers.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder may support the induction of new staff.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The key contacts for this postholder may include (but are not limited to): corporate directorate teams, including senior leadership, democratic services, finance, HR; elected councillors and MPs, including lead portfolio holders in Children's Services/Education; colleagues and senior managers across the People directorate (including Commissioning); senior leaders and other relevant representative of schools, academies and Pupil Referral Units (including Governing Bodies or equivalent); key contacts within the Department for Education and other central government departments; wider stakeholders and partners, including Integrated Care Boards (ICBs); third party providers of services (including contracted services)/education provision; and (where necessary and appropriate) members of the public/service users.

The postholder would be required to develop these relationships and contacts for a number of purposes, including customer relations, and joint working across agencies.

4. PHYSICAL DEMANDS

It is anticipated that the majority of meetings that the post holder for this role will be required to participate in will continue to be held virtually. This will mean the post holder will spend significant amounts of time on their laptop to join these meetings/calls. However, some meetings will be held in person (in the office(s) location or external venue).

Similarly, a large amount of communication may be done via email or other electronic written communication, therefore it is recognised that this may come with an impact in terms of manual dexterity.

5. EMOTIONAL DEMANDS

This postholder will be working in a fast-paced environment with a number of competing demands. The postholder will need to be agile and work to multiple

priorities. This role demands a level of decision making, particularly to resolve issues and conflicts that would otherwise impede the progression of key activities and priorities.

The postholder will likely receive direct communication from members of the public, particularly if dissatisfied or upset with services and/or seeking action from the LA in respect of the relevant services

6. RESPONSIBILITY FOR PEOPLE (not staff supervision)

The job involves some direct impact on the well-being of individual, or groups of, people, through undertaking tasks or duties which are to their direct benefit, or impact directly on their health and safety.

7. RESPONSIBILITY FOR FINANCIAL RESOURCES

The post holder will not have responsibility for financial resources.

8. RESPONSIBILITY FOR PHYSICAL RESOURCES

(stock/systems/confidential information)

The postholder will be required to follow all GDPR and Information Governance policies in the handling of any data and information, including hard-copy files. Allocated hardware (laptop, etc) must also be well-maintained (with IT support available for any issues).

The postholder will be expected to have access to child-level data within case files and case management systems.

9. WORKING CONDITIONS

Hybrid - The main location of work at Medway Council, Gun Wharf. The postholder will be required to also work various Family Hubs located in Medway The post involves frequent visits to a wide range of community settings, including schools and education provision settings will be required as part of these roles. From time to time, the post holders may be expected to attend internal and external networking events (e.g. team meetings and events, headteacher conferences), held at external venues. It is anticipated that the majority of meetings, particularly with external partners, would likely continue to be held virtually. The postholder will be required to undertake home visits.

