

CHILDREN AND LIFELONG LEARNING – HR SERVICES

School				
Job No.	Post Title	Grade	JE Pts	Date
J1570	Clerical Assistant – Attendance	Grade 3	318 NJC	April 2008

Statement of Purpose

To work under the direction and guidance of senior staff to provide general clerical and administrative support to the school in relation to the attendance of pupils at the school.

Support to Pupils, Parents and the Community

- To telephone parents to ascertain the reasons for students' absences.
- Follow up outstanding absences in liaison with staff and parents.
- To liaise with appropriate internal/ external stakeholders with regard to attendance. Chase up absent students and ensuring effective communication.
- Sign in late pupils and endorse school policy with regards to punctuality.
- Issue off- site passes when necessary.
- Enforce school rules on uniform and appearance.
- To assist with all student enquiries, liaising with parents and staff as necessary.
- Provide advice and guidance to pupils/parents/staff etc.
- Deal with complex reception/ visitor matters, etc.
- Truancy calls plus follow-up with referrals to Education Welfare Officer.
- Assist with pupil welfare duties; liaise with parents/staff, etc.
- Undertake reception duties, answer routine telephone and face to face enquiries and sign in visitors.

Support to the Organisation

- Produce regular attendance reports.
- Completing routine forms, responding to routine correspondence.
- Maintain manual and computerised records/management information systems.
- Produce lists/information/data as required, e.g. Absence data.
- Provide routine clerical/administrative support e.g. photocopying, filing, faxing, emailing.
- Liaise with appropriate senior staff and the Education Welfare Officer allocated to the school on a regular basis with regard to student absence.
- Undertake routine administrative procedures, e.g. produce official registers.
- Operate relevant equipment/computer applications (e.g. Word, Excel, databases, spreadsheets, Internet).
- Contribute to the planning/development/organisation of support service/ procedures/policies in relation to attendance.
- Routine administrative procedures. Provide complex data analysis with regard to persistent absenteeism from students and keep the appropriate PPC, Senior Leader informed via constant tracking via early indicators.
- Monitoring attendance to lesson via lesson monitor.

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- Tracking students' attendance using red, amber, green which will pick up early indicators for students falling below 80% attendance.
- Basic first aid.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- 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.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and lead in relevant meetings as required.
- Participate and Lead in training and other learning activities and performance development as required.
- Demonstrate, give advice & guidance to, or train other employees, students or trainees on own duties.
- Undertake research and obtain information to inform decisions.
- Undertake complex IT tasks e.g. early indicators for under 80% attendance.
- Analyse and evaluate data/information and produce reports/information/data as required.

Note 1:

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

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**Person Specification
Clerical Assistant – Attendance
Level 2**

Essential Criteria	Measured By
Experience <ul style="list-style-type: none">• General clerical/administrative work.	AF/I
QUALIFICATIONS/TRAINING <ul style="list-style-type: none">• NVQ 2 Business and Administration or equivalent qualification or experience in relevant discipline.• Good numeracy and literacy skills.	AF/I
Knowledge/Skills <ul style="list-style-type: none">• Good interpersonal skills.• Effective use of ICT packages.• Ability to use relevant equipment/resources.• Good keyboard skills.• Knowledge or relevant policies/codes of practice and awareness of relevant legislation.• Ability to work constructively as part of a team.• Ability to relate well to children and to adults.• Good organising, planning and prioritising skills.• Methodical with a good attention to detail.	AF/I

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<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	<p>AF/I</p>
<p>AF - Application form</p>	<p>I - Interview</p>

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***