

Job Description



This school has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

Post Title	Attendance and Administrative Officer including SEN support	Post No	
School	Coleshill Heath School		
Salary Band/Range	Band C		
Responsible to	Business Manager/ Headteacher		
DBS Check	Enhanced		
Special Conditions	Term Time Only (39 weeks per annum) – 34.5 hours per week (8.30am-3.30pm - Mon, Tues and Thurs/8.15am-4.15pm – Wed and 8.00am-3.30pm – Fri) – Subject to change		

1. Job Purpose

To provide a confidential secretarial, administrative and financial service to the Headteacher / Business Manager and Board of Governors.

2. Key Responsibilities

2.1 Main Duties

Attendance

- Understand and oversee implementation of the school's Attendance Policy.
- Greet and meet at the school gate
- Maintenance of accurate electronic registers and attendance records.
- Assist the Office manager with daily phone calls to parents to follow up non-explained pupil absences
- Liaison with parents re. reporting of absences
- Work with Inclusion, CSAWS and SLT to manage attendance issues, arrange panel meetings and issue fines, as appropriate.
- Generate termly attendance reports to support/inform HT/SLT and governors of attendance trends, highlighting any issues that need addressing, particularly where there may be safeguarding implications.
- Responsibility for personal CPD to ensure knowledge of applicable legislation and LA requirements are up to date and correctly implemented.
- Oversee the attendance incentive programmes including preparation of attendance certificates.

	<p><u>Secretarial/Administrative/Safeguarding/SEN support</u></p> <ul style="list-style-type: none"> • Confidential administrative support to the Business Manager, Head Teacher and staff. • Setting up and updating paper files for SEND pupils • Typing pupil referral forms and sending off, keeping a track of when posted. • Scanning all SEND documents and loading onto CPOMs. • Preparing and presenting letters, maintaining school calendar, dealing with emails and telephone enquiries, communications to parents on upcoming events. • Provision of the reception service to all enquirers, in person and on the telephone. • Resolving problems as they arise - referring to appropriate department eg EIMS (Education Information Management Services) • Maintaining and updating computer records for a variety of school functions including pupil database, attendance records and safeguarding software. Ensuring the data is accurate and complete. • Administration of the school's nursery admissions procedures including application of the nursery admissions policy and maintenance of admissions records via SIMs. • Implementation of all safeguarding protocols – incl. processing all visitors to school, updating SCR where necessary, liaison with vulnerable families, FSWs/social workers. Referral to DSL or external agencies, where appropriate. Recording concerns via CPOMs • Effectively utilise the school's systems, in supporting the running of the day to day operation of the school eg. Schoolcomms, Parentpay, SIMs etc advising/supporting school staff/parents where necessary. • Design/production of adhoc reports (SIMs/Excel) to support Business Manager/HT/SLT. • General administrative duties including processing of letters, booking meeting rooms, filing, distributing post, making appointments, updating school calendar and taking minutes of meetings. • Arrange school trips/visits as instructed. • Liaise with parents, pupils and outside agencies. • Assist with completion/submission of regular/ad hoc returns to LA and DfE • Arrange staff CPD/training courses as requested. • Organise and prioritise own workload ensuring that all deadlines are met. • To follow the instructions of the Business Manager and be able to work under own initiative. • To develop your own skills by attending training courses as deemed necessary. • It is expected that you will provide administrative/financial and supervisory support that is commensurate to the role being undertaken. <p>This is not intended to be a complete and exhaustive list of all duties and responsibilities attached to the post. The job holder is expected to comply with the terms and conditions of the Support Staff Handbook. This job is subject to change as the role develops.</p>
<p>2.2</p>	<p>People</p>
	<p>Create a team culture within the administration team, liaising with the Business Manager and other team members on a regular basis.</p>
<p>2.3</p>	<p>Safeguarding</p>

	School is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom they are responsible or comes into contact with.
2.4	Financial
	Liaise with the Business Manager with regard to policies and financial practices in targeted areas of responsibility. To comply with the Local Authorities Scheme for the Financing of Schools and any recommendations made by Internal Audit.

2.5	Buildings & Equipment
2.6	Health & Safety
	The post holder will be responsible for his/her own health and safety. All duties and responsibilities must be carried out in line with the specific requirements detailed in the school Health and Safety policies.
2.7	Policies & Procedures
	The post holder will be accountable for ensuring that he/she is aware of relevant school policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.
3.	Other Conditions
3.1	Mobility
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the school they may be required.
3.2	Equal Opportunities
	School is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
3.3	Variations to Job Descriptions
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the School therefore retains the right to amend job descriptions to reflect changing requirements.
3.4	Training and Development
	The school is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
3.5	Solihull Behavioural Framework
	The School expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Compiled/Reviewed by:	Mrs D Curley
Date:	Oct 2024

Person Specification



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Responsible to:	Business Manager		

	Essential Criteria	Desirable Criteria	Measure d By
Education & Qualifications	GCSE Maths & English or equivalent or NVQ3 in Business Administration or equivalent Paediatric first aid qualification or willingness to undertake training to obtain the qualification	People/Business Management Qualification ICT Certificates	Application Form and certificates
Skills & Abilities	Ability to communicate clearly and confidently with people at all levels	People management skills	Application Form and certificates
	Able to work with minimum supervision, using own initiative		
	Ability to conduct arithmetic calculations		
	Ability to record written and numerical information accurately and reliably		
	Ability to work under pressure and prioritise workloads		
	Ability to produce reports, financial information and word processing documents		
	Ability to read and understand comprehensive documents and to relay this information correctly		

	Ability to be organised		
	Good telephone skills		

Experience & Knowledge	Demonstrable experience of keyboard and word processing skills	<ul style="list-style-type: none"> • Understanding of Local Government/ Schools • Experience of Oracle, SIMS and ParentPay systems • Experience of reading and understanding Government Legislation 	
	An awareness of equal opportunities issues		
	Experience of attending meetings and taking minutes		
	Experience of working in a customer focused office environment		
	Experience of paying particular attention to detail		
	Experience of Microsoft office/Access/Excel and Word		

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview	Core Behaviours
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview	
	Trust and Respect -You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview	

	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview	
	Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview	

Other Requirements	<ul style="list-style-type: none"> • Tactful and courteous • Open, willing and flexible manner • Customer focused attitude 		Application form and interview
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Compiled/Reviewed by	
Date	