

PUPIL HUB AND ATTENDANCE OFFICER – JOB DESCRIPTION

Department	The Pastoral Department
Main purpose of role	The Attendance and Pupil Support Officer is to be the point of contact for parents delivering/collecting pupils during the day at the Pupil Hub and to maintain school attendance and punctuality procedures.
Reporting to	Pastoral Support Manager
Departmental Information	The Pastoral Support team currently comprises the following posts: Pastoral Support Manager, a PA to the Deputy Head, Administrator to the Assistant Heads, Pupil Hub and Attendance Officer, SEND Administrator, Foundation Lead Nurse and School Nurses. The team are involved in the delivery of day-to-day pastoral support and guidance for over 900 main school pupils (Year 7 to Upper Sixth) in order to ensure high attendance, outstanding pupil behaviour and engagement, and high levels of achievement.
Key duties and responsibilities	• Manage day to day attendance and punctuality procedures. • To be the initial contact person for pupils during the day in relation to minor Pastoral issues. • Monitoring individual pupil, year group and whole school attendance and punctuality and alerting Pastoral Support Manager/ Head of House/Deputy Head to any issues. • Administration and processing of request for time out of school including liaison with Deputy Head (Pastoral) and parents. • Manage locker administration, lost keys and replacements. • Liaising with the Estates team and parents over lost property. • Dealing with minor Pastoral issues. • To maintain confidentiality as appropriate. • Answering and responding to staff/parent queries. • Support medical team with minor illness and injury. The Foundation reserves the right to amend these duties from time to time according to business needs
Hours and place of work	This is a full-time (37.5 hours per week), permanent, term-time only role (36 weeks per year including INSET days). A job share between two people would be considered. The working pattern is from 8.00am to 4.00pm with 30 minutes unpaid lunch, Monday to Friday.
Salary	The salary for this role is D6 of the Princethorpe Foundation support staff scale, currently £26,465.61 per annum full-time equivalent (£20,986.41 actual salary per annum) by negotiation, depending on qualifications and relevant experience.

Safeguarding Children	The postholder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the school's child protection policy statement at all times. If in the course of carrying out the duties of the post the postholder becomes aware of any actual or potential risks to the safety or welfare of children in the school must report any concerns to the Deputy Head (Pastoral) or the Headmaster.
Mandatory training	• Safeguarding training • Health & Safety induction

PERSON SPECIFICATION		Essential	Required
Experience/ knowledge	Experience of working in a general office environment	Y	
	Knowledge of billing and accounting processes		Y
	Experience of working in a service sector		Y
	Experience of working in a school environment		Y
Technical job related skills	Intermediate level completed for Word, Excel and Outlook	Y	
Personal job-related skills	Good communication skills, written and oral	Y	
	Ability to prioritise and structure workloads	Y	
	To be a team worker and have good interpersonal skills	Y	
	Good organisational ability	Y	
	Ability to remain calm under extreme pressure	Y	
	Able to demonstrate attention to detail	Y	
	Flexibility with functions	Y	
	Ability to communicate effectively with parents	Y	
	The ability to support the management of change		Y
Qualifications	Qualified to GCSE Grades B and above or equivalent, to include English and Maths		Y
Other requirements	Supportive of the Foundation's ethos and strategic objectives	Y	