



**Job Title:** Attendance Administrator/Receptionist  
**Bishop Walsh Catholic School**

**Job Grade:** Grade 2 (17,007 - £19,446) pro-rata

**Hours/Weeks** 36.5 HOURS PER WEEK term time only  
**Flexible to ensure the cover during opening hours.**

**Special Conditions:** Holidays to be taken in school holidays

**Responsible to Senior Office Manager at Bishop Walsh Catholic School**

### **Job Summary**

The school Attendance Administrator/Receptionist is the first point of call for visitors to the school, parents, staff and children. As part of the school office you be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same.

### **Duties and Responsibilities - Attendance**

- To contribute to raising achievement by improving school attendance.
- To provide a specialist service to assist the school in meeting their obligations and targets in relation to school attendance, especially persistent absence.
- To promote positive attitudes by students and families towards education and to ensure that parents are made fully aware of their statutory responsibilities.
- To make and assist in arranging unsupervised contact with families in their own homes and elsewhere to assess the reasons impacting on the attendance of individual students, facilitating their return or access to regular full time education provision.
- To establish and develop a professional service to support the school in raising attendance, investigating persistent absences and improving punctuality.
- To advise the school on strategies to promote the regular and punctual attendance of all students and assist with the implementation of the strategies.
- Meet with school staff, students and parents to identify individual problems and possible solutions.
- To make unsupervised contact with families in response to allocated referrals i.e. home visits and/or meetings in school. Visits will always take place with another member of staff.
- To establish the reason for non-attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- To initiate appropriate legal action with Education Welfare Service (EWS) to ensure the school is carrying out its statutory responsibility in respect of students. This will include preparing statements, attending and presenting evidence or request the issuing of penalty notice fines or other legal sanctions and completion of Common Assessment Form (CAF) referrals.



- To be fully aware of and carry out all work in line with Child Protection Procedures. This may involve attending case conferences, strategy and planning meetings as well as core groups or other meetings in relation to child protection cases that require input.
- To liaise and work with other members of EWS as well as other professionals in police, Social Services, Housing, Health and any other statutory and voluntary organisations.
- To keep clear and concise records of all consultations and to write any other reports i.e. annual action plan and summaries, as required for the school.
- To use IT systems to produce reports, often to tight timescales, using word processing and record information including statistical data, providing reports to senior managers and other professionals.
- To manage and prioritise your own workload in line with service requirements.
- To acquire and maintain a working knowledge of the statutory framework relating to school attendance, child employment, child protection and special needs in order to be able to offer informed advice to parents, school staff, governors and others.
- To support pastoral and learning managers and senior managers in advising the school on all matters relating to attendance and where necessary take the lead role in developing work processes to improve school attendance.
- To work on initiatives which raise the awareness of school staff, parents and the community on the importance of school attendance.

### **Duties and Responsibilities - Reception**

- To be a point of contact for both telephone and face to face enquiries, taking messages where required.
- To ensure school security arrangements are always complied with, including the issue of visitor's badges and completion of visitor signing in system.
- To provide hospitality for visitors to the school.
- Deal with internal and external telephone calls in an appropriate manner, filtering calls as necessary, taking messages as required.
- Ensure security procedures are followed for all visitors.
- Deal with the distribution of Royal Mail post.
- Receive and accept courier deliveries according to office procedures and assist with checking and distributing to relevant departments.
- Make phone calls to parents, outside agencies and the LA following all office procedures on confidentiality.
- Ensure the tidiness and general appearance of the Reception Office.
- To undertake clerical duties as required, such as letters, emails.
- To assist in the preparation and maintenance of the manual and computerised pupil data records.
- To assist with the monitoring and maintenance of stock and order supplies as necessary.
- To undertake filing and photocopying as required.
- To administer first aid and medicine to pupils as required, in keeping with the school's policy and order first aid supplies as necessary.
- To liaise with parents regarding pupils' sickness/injury complete processes for preparing letters and documents for posting.
- Assist staff with administration tasks as required.



- Photocopying documents as required.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Post holders will have a commitment to Safeguarding Children, ensuring awareness of the school policy and procedures with regard to Child Protection.
- Any other duties as commensurate with the grade in order to ensure the smooth running of the school.
- This is a highly active role which will involve accessing all areas of the school on a routine basis.



## **Person Specification**

**Job Title: Attendance Administrator/Receptionist    Grade:2**

### **Knowledge**

- Computer literate with knowledge of Microsoft Office package.
- E-mail, Excel, Publisher, PowerPoint Internet, Parentmail and Inventory
- Awareness of the roles of attendance/receptionist.
- Knowledge of SIMS modules.

### **Skills and Abilities**

- Able to demonstrate a good standard of written and spoken English and numeracy skills.
- Able to use a telephone.
- Able to use photocopying and reprographic equipment.
- Able to provide a high standard of clerical support.
- Able to liaise and communicate effectively with other departments and external bodies at all levels.
- Able to communicate with children and parents.
- Able to communicate effectively with other team members.
- Able to meet tight deadlines.
- Able to systematically process callers, enquirers, work requests and cope with interruptions.
- Have a flexible approach and willingness to offer help.
- Able to provide support in other areas when required.
- Knowledge of Attendance desirable.
- First Aid qualification desirable.

### **Experience**

- Experience in reception duties, filing and dealing with post distribution.
- Working within a team environment.
- Working with young people.
- The use of computers for word-processing and other office equipment.

### **Educational**

- A sound educational background.

### **Special Requirements**

- A criminal record disclosure will be required prior to appointment.