

JOB DESCRIPTION

Job Title:	Office and Attendance Administrator
School:	Royal Park Primary Academy
Location:	Riverside Rd, Sidcup, Kent DA14 4PX
Reporting To:	School Business Manager
Key Internal Relationships:	Headteacher, SLT, Teaching and Support Staff, Trust HQ, other TKAT schools

Our Commitment

Be Who You Are at TKAT - This Job Description represents the role as we see it in its entirety. We do not expect candidates to have in-depth experience of every element on application, but we do expect to provide you with the support and flexibility you need to get there and to enable you to do it your way. We want to demonstrate to our children and young people what a good, inclusive employer looks like in order to inspire them to be whoever they want to be.

Safeguarding - TKAT is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Offers of employment will be subject to the full Safer Recruitment process, including an enhanced disclosure and barring service check.

Equal Opportunities - TKAT is committed to equality of opportunity. We welcome applications from all suitable candidates, regardless of any protected characteristic for example race, gender, sexual orientation, disability or age. All applications are treated on merit. This includes applications from individuals wishing to work full time, part-time or on a flexible basis.

Job Purpose

The Office and Attendance Administrator is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

They will monitor and report on whole-school attendance data, analysing data to identify key areas of concern. Work closely with pupils, staff, parents and carers to reduce levels of absence, and act appropriately when persistent absence becomes a safeguarding issue.

The Office and Attendance Administrator will:

- Project a professional image of the school at all times.
- Be responsible for ensuring equality of opportunity for all.
- Take responsibility for promoting and safeguarding the welfare of children within the school and trust.

- Work inline with the school ethos and the trusts' vision.

Duties and Responsibilities

Administration

- Update manual and computerised record/information systems.
- Update and maintain the school calendar.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary.
- Manage and organise completed forms from parents.
- Report any issues with the school's IT systems.
- Organise and distribute incoming and outgoing post.
- Provide administrative support to staff as needed.
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes.
- Carry out filing, printing and photocopying.
- Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.
- Maintain accurate records of communications with parents/carers and relevant interventions.
- Build and refresh knowledge of the school's MIS and other relevant systems inc school meals system.
- Carry out financial administration in line with the school's procedures.
- Oversee school nurse and school photography visits and arrangements.

Attendance Administration

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners.
- Manage attendance returns for the school census.
- In conjunction with Education Welfare Officer and Head Teacher, manage the process of issuing penalty notices to parents.

- Maintain accurate records of communications with parents/carers and relevant interventions.
- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary.

Reception

- Act as the first point of contact for parents and visitors arriving at the school (prospective students and parents, contractors, delivery drivers, children's services and school nurse team etc).
- Issue ID passes for staff, students and contractors.
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- Seek support from other colleagues where necessary to respond to complex enquiries.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- Assist staff and pupils with the information and support they need.

Working with parents/carers and other professionals

- Build positive relations with parents/carers to encourage family involvement in their child's attendance.
- Identify, and where possible, mitigate potential barriers to attendance in partnership with families.
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise.
- Support parents/carers through the application process for accessing local services and help them attend relevant meetings.
- Work with relevant staff to identify and bring onboard pupils and parents/carers that would benefit from personalised support.
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary.
- Assist with developing and reviewing the school's transition programme, contributing insights around the needs of parents/carers and pupils during this process.

Monitoring and reporting

- Produce and interpret attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern.
- Track attendance of vulnerable groups of pupils and share information with school leaders.
- Identify pupils that need additional support to improve their attendance.
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils.

- Work with school leaders to develop and revise the school's attendance policy.
- Implement children missing education (CME) procedures when appropriate.
- Provide regular reports to attendance organisations to raise awareness of emerging at-risk pupils.

Security

- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.

Record keeping

- Maintain accurate records of interventions and relevant meetings.
- Facilitate the transfer of relevant pupil information inside and outside the school.
- Complete relevant paperwork required by external agencies.

Written communication

- Write and send email responses that are professional and uphold the school's vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders.
- Assist with marketing and promoting the school.

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school.
- Take part in the school's appraisal procedures.

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Be alert when persistent absence becomes a safeguarding concern and early help may be required.
- Promote the safeguarding of all pupils in the school.

Other areas of responsibilities

All employees are expected to:

- Actively promote and follow School and TKAT policies and procedures.
- Uphold, support and demonstrate the TKAT vision, purpose and values.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Office and Attendance Administrator will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or line manager.

This job description may be amended at any time in consultation with the postholder.

PERSON SPECIFICATION

Selection Criteria	Essential (E) or Desirable (D)	Assessed By
Qualifications, Training and CPD:		
GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths.	E	Application
First Aid training or willingness to complete it.	D	Application
Experience:		
Experience working in a school environment or other educational setting.	D	Application & Interview
Experience of carrying out administrative tasks.	E	Application & Interview
Dealing with face-to-face and telephone interactions.	E	Application & Interview
Experience supporting and working with parents of young people.	D	Application & Interview
Working with children or young people.	E	Application & Interview
Experience analysing data and producing reports and identifying key insights.	D	Application & Interview
Working and collaborating within a team.	E	Application & Interview
Experience of keeping good written records.	E	Application & Interview
Knowledge, Skills and Attributes:		
Excellent listening skills.	E	Application & Interview
Effective written and verbal communication skills.	E	Application & Interview
Ability to respond quickly and effectively to issues that arise.	E	Application & Interview

Ability to plan, organise and prioritise to meet deadlines.	E	Application & Interview
Ability to use own initiative and take action accordingly.	E	Application & Interview
Ability to create good relationships with children, staff, parents and external agencies.	E	Application & Interview
Ability to use IT systems and to conduct analysis and produce reports.	D	Application & Interview
Excellent attention to detail.	E	Application & Interview
Good time management skills, proactive and self-motivated.	E	Application & Interview
Commitment to upholding and promoting the ethos and values of the school.	E	Application & Interview
Ability to work under pressure and prioritise effectively.	E	Application & Interview
Understanding of data protection and confidentiality.	E	Application & Interview
Understanding of safeguarding.	E	Application & Interview
Committed to safeguarding, equality, diversity and inclusion.	E	Application & Interview
Ability to use IT packages including word processing and Google suite.	E	Application & Interview