Job Description

Date:	November 2026
Post Title:	Attendance Officer
Grade	Grade 5 – Term Time only SCP 12-17 £29,542 - £32,046 (pro-rata 86.28%)
Service Area	Administration Team
Responsible to	Assistant Headteacher (Attendance)

Job Purpose

1. Key responsibilities and duties

- To be responsible for the daily check on Year's 7-11 learners' attendance and those at risk of non-attendance
- To ensure that school registration systems are correctly administered for Years 7-11.
- To chase up reasons for absence using agreed systems with Heads of Year 7 to 11
- To provide regular updates / meet with Heads of Years 7-11 and Assistant Headteacher on student attendance
- To liaise with the Education Welfare Officer where applicable and other support services to discuss concerns / improve attendance for relevant Year 7-11 learners
- To produce statistical data relating to attendance for Year 7 to 11 learners and liaise with Assistant Headteacher
- To liaise with HOYs to promote the school reward system in relation to attendance for Years 7 to 11
- To be responsible for organising a daily check on children at risk of truanting liaising with Heads of Years 7-11
- To initiate and carry out periodical post-registration truancy checks for Years 7 to 11
- To make contact with feeder primary schools and gain any relevant information about the attendance of learners transitioning into Year 7
- To monitor and report on punctuality to class for Year 7 to 11
- To make regular telephone contact with parents/carers by telephone and meet parents/carers where applicable regarding attendance matters
- The management/administration of the system in respect to Post 16 learners entitlement to Education Maintenance Attendance.

2. Support for teaching staff

- Provide objective and accurate feedback and reports as required to staff on learners' attendance.
- Be responsible for keeping and updating records and contributing to reviews of systems/records as requested.
- Operate relevant equipment/ICT packages (e.g. SIMS, Word, Excel, spreadsheets etc).
- Establish constructive relationships with staff, parents/carers, EWO, exchanging information and facilitating their support for their child's attendance.
- Assist in the development, implementation and monitoring of systems relating to attendance.
- Clerical / administrative support, e.g. dealing with correspondence, compilation, analysis and reporting on attendance, making phone calls, etc.

3. Support for School

- 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 and support difference and ensure all learners have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals in conjunction with professional teaching staff, to support attendance and progress of learners.
- Attend and participate in regular meetings with staff, parents/carers and learners.
- Pastoral and welfare meetings.
- Participate in training and other learning activities, as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Assist in the supervision, training and development of staff/colleagues regarding attendance matters.

Qualifications and Experience

Requirement	Essential or Desirable	How Tested (S) used to shortlisting
Education/Qualifications/Knowledge		
At least 5 GCSE (grades A-C) or equivalent including Maths and English.	E	Application Form (S)
A range of clerical, office skills and ICT qualifications	E	Application Form (S)
Experience		
Working knowledge of SIMs (School Information Management System)	D	Application Form (S)
Ability to use and manipulate data using spreadsheets	E	Application Form/Interview
Good organisational skills including the ability to prioritise and meet work deadlines	D	Application Form/Interview
A minimum of two years' recent experience of administrative work.	E	Application Form (S)
Experience of and ability to resolve difficult situations on the telephone and in person	E	Application Form (S)
Aptitudes and Skills		
Excellent numeracy, literacy and communication skills	E	Application Form/Interview

Proficient ICT skills	E	Interview
Show enthusiasm and self-motivation	E	Interview
Good communication skills (both oral and written).	E	Interview
Excellent organisational skills, including an ability to prioritise and work to and meet deadlines	E	Interview
An ability to exercise initiative and to work both independently and as a member of a team	E	Interview
An ability to exercise discretion and maintain high levels of confidentiality	E	Interview
Good interpersonal skills with regard to both adults and children	D	Application Form
Ability to identify own training and development needs and actively seek learning opportunities.		
Personal Attributes		
Able to demonstrate patience, tact and diplomacy.	E	Interview
Able to demonstrate initiative in problem solving.	E	Interview
A commitment and enthusiasm to delivering the service and meeting the needs of learners.	E	Interview
Must undertake and clear an Enhanced Disclosure and Barring Service check.	E	Interview
Approachable with a good sense of humour		

Circumstances		
Flexible approach to the work requirements of the post and willingness to contribute effectively to the running of the school's administrative team Reliability - excellent attendance and punctuality.	E E	Interview Interview
Equal Opportunities		
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council	E	Interview

Supervisory Responsibilities

None

Supervision Received

Head Teacher/Deputy Head/Teacher as appropriate

Principal Contacts

Head Teacher
Deputy HeadTeacher/Assistant Headteacher
Head of Year/ Assistant Head of Year
Head of Inclusion
Classroom Teachers
Support Staff
Education Welfare Officer
Learners

Special Conditions

Disclosure and Barring Service Disclosures
This post will result in you having contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or

cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will be subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.