



JOB TITLE:	Attendance Officer.		
GRADE:	6	SERVICE AREA:	Walsall Children's Services - Education
JOB CODE:	CHI177ATTEG6		
REPORTS TO:	Business Development & Statutory Services Specialist and Senior Management.	LOCATION:	Education Development Centre (EDC)
SPECIAL CONDITIONS:	None.		

1. Main purpose of the job role:

- Provide an additional service for schools to manage their whole school attendance strategy.
- To investigate and respond to irregular school attendance at the earliest opportunity
- Understand the business element of the service and be customer focussed whilst being an advocate for a child.
- Direct work with schools, families and students in connection with irregular school attendance, including home visits.
- Contribute to or take the role of lead in respect of multi-agency meetings when necessary to do so.
- To identify children 'at risk' of becoming persistently absent and instigate early interventions to support a resolution for irregular attendance.
- To take the lead on all service interventions which support schools in reducing pupils at risk of becoming irregular attendees.
- Understand the process for self - evaluation and self - reflection when working with schools to improve school attendance.
- Implement a graduated response for school attendance, including understanding the requirement to implement legal action for parents who do not respond to early intervention.
- Work within the Council's priorities to safeguard children and young people.

2. Role specific duties and accountabilities:

- To provide a dedicated time allocation of Education Welfare Service support to carry out agreed interventions within the commissioned time for the purpose of targeted response to support a whole school attendance strategy.
- Direct work with children, families and schools to offer interventions to support early identification and expected resolutions.
- To represent Walsall Children's Services to a high standard and offer quality interventions which have a positive impact on school attendance.
- To offer schools a wide range of service interventions through a menu of service and implement those services through a structured plan to deliver the services within the commissioned time.

- Participate with, contribute to and/or lead a range of multi agency / professional meetings which are in connection with safeguarding children and young people or their irregular school attendance.
- To help schools to identify children and young people who are at risk of becoming irregular attendees.
- To provide written feedback and evaluation of commissioned work at suitable intervals as requested.
- To make an objective assessment in order to determine the appropriate method of intervention.
- To liaise and negotiate with other professionals, statutory and voluntary agencies to ensure that the best possible service is provided, including attending relevant meetings on individual children and young people as required.
- To use personal knowledge, skills and strategies to assist the client group to change or modify attendance and behaviour and/or attitudes as appropriate.
- To source support from other services and agencies in order to ensure appropriate interventions are in place for children and families.
- To support client schools in analysing their attendance statistics and planning and target setting to improve.
- To maintain accurate and appropriate records in respect of casework and provide written feedback to schools to ensure appropriate transfer of information.
- To comply with required administrative procedures.
- To have knowledge of the agreed child safeguarding procedures, to attend case conferences core groups and to attend Court and to give evidence as required.
- To be aware of the legislation for child employment and child entertainment and the service requirements to support compliance with the legislation.
- To contribute to the process of assessment for special education needs as required.
- To support schools, as part of the commissioned service support pupils at risk of exclusion from school.
- Compliance with the Walsall Children's services Equality and Diversity Policy
- To undertake any other duties as directed from time to time, to meet the exigencies of the service.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Attendance Officer (AO)	GRADE 6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	NA	NA
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Influencing skills/ability to offer solutions	I	3
Knowledge of Education Act 1996 & Children Act 1989	A/I	3
Excellent Communication Skills/ Organisational Skills	I	3
Processes of Assessment/Planning Skills	A/I	3
Calm Assertive, Able to deal with difficult situation/ different levels	A/I	3
Good report writing skills	I	3
Understanding of the importance of child safeguarding related to irregular school attendance	A/I	3
Holds a full driving licence and has access to a vehicle insured for business purposes	A/I	3
Attendance at Meetings outside normal hours	I	3
Ability to give evidence at Court	I	3
Act as an advocate for a child	A/I	3
Understands the need to work together with other services and agencies to help resolve blockers and barriers to irregular attendance	I	3
Understands the importance of inclusion	I	3
Understanding of working in a customer focussed environment	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3

Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Recent relevant experience within an Education or statutory setting		A/I	3
Work with young people/ Families and work with children		A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
GCSE's A* - C or equivalent in English Language and Mathematics		A/I	3
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.		I	3
Updated by:	Jaseen Kweku/Robyn Turner	Date:	20/09/21

