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| Attendance Officer/Administrative Support – Person Specification |
| In your application, please demonstrate how you meet the following criteria |

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|  |  | **Category** |
| **Attributes** | * A good standard of education (English Language and Maths (GCSE/Grade C or equivalent to support clear reporting, letter writing and presentation skills)
* An associated qualification to support the requirements of the job description
 | * Essential
* Desirable
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| **Qualifications** |
| **Specialist knowledge/****skills and experience**  | * To be flexible – able to respond to a varied range of social and emotional factors that affect a learner’s capacity to learn
* To have a knowledge of available multi agency services, processes and referral routes.
* To have an awareness of the legislation affecting school attendance requirements.
* To ensure appropriate confidentiality when working with stakeholders.
* To have highly developed interpersonal skills including the ability to influence and encourage.
* To be conscientious, hardworking, reliable, able to work within a group and also to work individually using self-motivated initiative.
* To be able to work within defined timescales, effectively, within a pressurised environment.
* Knowledge of school’s technology systems, SIMS/ClassCharts
* To possess a good record of attendance
* The willingness to learn new skills.
* To be able to deal with difficult situations and/or individuals in a calm, fair but effective manner.
* Minimum of 2 years’ experience in working with students and their parents within the field of education, social care or the voluntary sector.
* To have the ability to inspire trust in learners and families
* To engage in absolute commitment to learners, their learning, welfare and well-being.
 | * Essential
* Desirable
* Desirable
* Essential
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| **Communication** | * Able to communicate in a confident and emphatic manner with learners, their families, members of staff and appropriate agencies.
* Have the confidence to carry out home visits .
* Experience of working with families and external agencies both dace to face and over the telephone.
 | * Essential
* Essential
* Essential
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