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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 |
| **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 * Essential * Essential * Essential * Desirable * Essential * Essential * Essential * Desirable * Essential * Essential * Essential |
| **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 |