

JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	Attendance Officer
Responsible To:	Head of Section - GCSE
Department:	GCSE
Salary Grade:	Grade B - C

JOB ROLE

The Attendance Officer will support the GCSE team and HOS to work alongside course tutors to promote excellent attendance and punctuality and help reduce levels of student absence.

The postholder will also work alongside the college's support teams and support the GCSE staff in relation to data inputting activities relevant to the GCSE department.

KEY DUTIES

No	Description of Duties
1.	To provide first line support for all student related attendance issues and ensure all unexplained absences are followed up with student,
2	To work with vocational staff, Functional Skills Team, Programme Achievement Managers, Welfare and Student Support Teams to support and improve student attendance.
3	To communicate with a next of kin in relation to student non-attendance.
	To use college data systems to identify individual attendance issues and keep accurate, up to date records of actions and outcomes.
5	To monitor at risk student attendance issues and refer cases to curriculum teams when required.
6	To provide regular updates on student attendance with targets and strategies for improvement.
7	To attend and participate in meetings as required.
8	Undertake general office duties including post, filing and answering the phone as required

9	Assist in the enrolment procedures and other administrative procedures as required
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Standard Clauses - all Job Descriptions

- To comply with the College's policies and procedures
- To comply with Sandwell College's safety policy and other safety procedures and guidelines are deemed part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts.

PERSON SPECIFICATION

Job Title:

Candidates will be assessed for shortlist and interviewed against the following criteria.

Shortlisting Criteria		Essential	Desirable
1. Qualifications			
1.1	English and Maths to GCSE or equivalent	x	
2. Experience			
2.1	Experience of working with learners/young people	x	
2.2	Experience of working with cross college departments and curriculum teams	x	
2.3	Experience of updating and maintaining records	x	
2.4	Have experience of working in a busy office environment	x	
2.5	Possess good skills in Microsoft Office	x	
3. Skills/Abilities			
3.1	Demonstrable communication skills, particularly on the telephone and face to face with learners	x	
3.2	Sound administrative skills and experience of using Microsoft Word, Excel	x	
3.3	Ability to organise own work and prioritise tasks	x	
3.4	Ability to work to tight deadlines and under pressure	x	
3.5	Be detailed focused and have the ability to spot errors in work	x	
3.6	Be able to demonstrate excellent interpersonal skills	x	
3.7	Be able to work as part of a team	x	
4. Special Requirements			
4.1	Providing advice or guidance to students aged 16+ relating to their physical, emotional and/or emotional well-being		