



Clifton High School

CANDIDATE INFORMATION
ATTENDANCE OFFICER



CONTENTS

INTRODUCTION TO OUR CLIFTON HIGH SCHOOL

PAGE 3

JOB DESCRIPTION

PAGE 4-8

PERSON SPECIFICATION

PAGE 9

CLIFTON HIGH SCHOOL AS A BUSINESS

PAGE 10

BEING A CLIFTON HIGH SCHOOL EMPLOYEE

PAGE 11

OUR CLIFTON HIGH SCHOOL VALUES

PAGE 12



BEYOND A SCHOOL, a place to belong



AN INTRODUCTION TO OUR SCHOOL

Clifton High School is future-focused with traditional values. Located in the heart of the beautiful and picturesque Clifton Village in Bristol, we are a mid-sized, all-through, independent school, educating boys and girls aged 3-18 years.

‘Realising Individual Brilliance’ is more than a tagline at Clifton High School; it is an aspect of education we truly believe in and see exemplified every day. Each child's unique talents and qualities are nurtured and celebrated in ways bespoke to them as an individual.

Clifton High School is renowned for its strong pastoral and family ethos. The safety and well-being of each pupil is our priority, ensuring emotional and personal development is given the same level of importance as academic achievement.

Our community rapport, teacher encouragement and continuous support create an atmosphere where children and young people develop happily and progress successfully. Parents often comment on the excellent relationships between staff and pupils as “relaxed yet always respectful”.



JOB DESCRIPTION

Job Title:	Attendance Officer
Department:	Business Support
Reports to:	School Office Manager and SLT Support

PRIMARY PURPOSE OF THE ROLE

The primary purpose of the role is the monitoring and recording of attendance and ensuring accurate and timely completion of registration each day. In addition to attendance recording, the postholder will monitor and report on attendance, having full regard to legislation as well as ISI and school targets. They will prepare reports and analyse data for the Safeguarding Team, Senior Leadership Team (SLT), Heads of Year, Tutors and the Local Authority. The postholder will identify pupils requiring additional support and, in liaison with the Attendance Champion and SLT, establish and monitor appropriate interventions.

As one of the first points of contact at the School, the Attendance Officer will possess excellent interpersonal skills, have a high standard of presentation and be confident and proficient in delivering a high level of customer service. The successful applicant will be adaptable and have the capability to remain calm and approachable in the busiest working environments, whilst maintaining high standards. The Attendance Officer will be a self-starter, willing to learn and understand the different requirements of the role, and committed to providing a first-class service to parents, visitors and members of staff.

SAFEGUARDING

Clifton High School staff will be committed to safeguarding and promoting the welfare of children and young people across this 3-18 School, both in and out of the School when in their charge and care. They will also ensure that any volunteers they have engaged to work with the children and young people are also committed to safeguarding and are fully aware of the School's policies and procedures beforehand.



TERMS & CONDITIONS SPECIFIC TO THE ROLE

This is a predominantly term-time-only role. The role is 40 hours per week from 8.00am – 4.30pm, Monday to Friday, during term time and CPD days. Each working day includes a 30-minute lunch break, which is unpaid.

There are 20 days to be worked in the School holidays, to support the School office and to be prepared ahead of each new School term. Working hours in School holidays are 9.00am to 3.00pm.

Attendance at annual School events and CPD days is required. Annual events include Rose Day (which is on a Saturday) and the annual School carol concert. Additional hours may be required from time to time and will attract time off in lieu.

All School Office staff are expected to be First Aid trained which the School will pay for.

There is a pension scheme for all Business Support Staff, and a School Fee Remission Scheme may also be available. All staff are entitled to a two-course daily lunch during term time and refreshments throughout the School day.



MAIN RESPONSIBILITIES

REGISTRATION AND RELATED ADMINISTRATION

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Ensure lesson registers are completed and accurate, and complete and follow up with staff members about any incomplete data
- Monitor the absence email inbox and answerphone messages
- Record planned absence on the Outlook calendar
- Monitor unexplained absences for sessions and lessons and arranging for pupils to be located by On Call or Pupil Support Coordinator.
- Follow up on any unexplained absences with parents, escalating issues as appropriate in line with School policy and procedures
- Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Maintain accurate records of communications with parents and relevant interventions
- Build and refresh knowledge of the School's MIS (SIMS) and other relevant systems (Talaxy, CPOMS, etc.)
- Establish effective registration systems for co-curricular, French, adventure and sporting activities with the relevant departments
- Monitoring of sign in and out app for both pupils and staff
- Maintenance of Fire Box in liaison with School Office Manager

ATTENDANCE MONITORING AND REPORTING

- Have a full understanding of the legislation with regard to registration, as well as ISI and School targets
- Produce and interpret attendance reports for the Safeguarding Team and SLT, identifying key statistics, reasons for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with Safeguarding Team and SLT
- Identify pupils who need additional support to improve their attendance
- Work with Safeguarding Team and SLT to identify appropriate interventions to improve attendance for particular groups or individual pupils
- Lead daily or weekly check-ins to review progress and the impact of support/interventions

MAIN RESPONSIBILITIES CONTINUED

ATTENDANCE MONITORING AND REPORTING CONTINUED

- Work with the Safeguarding Team and SLT to develop and revise the School's Attendance policy
- Implement children missing education (CME) procedures when appropriate
- Provide regular reports to Local Authority to raise awareness of emerging at-risk pupils
- Provide weekly reports to the Pastoral Team, SLT and Tutors for them to analyse and action
- Analyse individual pupil data to support Heads of Year, Safeguarding Team and SLT

WORKING WITH PARENTS

- Coordinate meetings with Heads of Year/Safeguarding Team, pupils and parents to implement interventions and track progress
- Build positive relations with parents and pupils to encourage family involvement in their child's attendance
- Identify, and where possible, mitigate potential barriers to attendance in partnership with families
- Carry out home visits, where necessary, with Safeguarding Team, to address attendance concerns

WORKING AS PART OF THE SCHOOL OFFICE TEAM TO:

Maintain Standards

- Maintain high standards of service to parents, visitors, pupils and staff at all times
- Ensure the telephone is answered in an appropriate manner and that all messages are dealt with to an agreed standard
- Ensure the entry buzzers are answered in an appropriate manner, maintaining the highest standards of safeguarding
- Respond to emails and enquiries to the School in a timely manner
- Control all stationery used at School
- Greet, assist and escort visitors and contractors as required
- Oversee and redirect incoming and outgoing post.



MAIN RESPONSIBILITIES CONTINUED

WORKING AS PART OF THE SCHOOL OFFICE TEAM TO: (CONTINUED)

Admin Support Duties, as directed by the School Office Manager

- Oversight of all School registration and attendance records, together with SIMS support
- Photocopying and laminating for academic staff
- Assist with administrative duties such as letters, mail merging, collating reports
- Create posters and certificates
- Support teaching staff where possible
- Support Ad Hoc project requests
- Filing
- Completing Function Booking Forms
- Supporting Events and Marketing as required

COMMUNICATIONS

- The Head, Governing Body, Deputy Heads of School, DSL, Attendance Champion, Head's Executive Assistant and Clerk to Governors
- Leadership, Marketing, Admissions and Finance teams
- Members of staff across the School
- Current pupils and parents; prospective pupils and parents; friends of the School; visitors to the School
- External professional bodies.

The post holder will be required to act in a professional manner at all times, establishing good working relationships with colleagues.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post



PERSON SPECIFICATION

<h2>Skills and Abilities</h2>	<ul style="list-style-type: none"> • Demonstrate a high level of interpersonal and written communication skills, including a good command of grammar • Excellent IT skills; proficiency in all Microsoft Office programmes • Specific proficiency in Excel to include use of key formulas and functions, data handling and organisation (including conditional formatting, importing and exporting), reporting and analysis (PivotTables and Pivot Charts and dashboards) and integration with school systems. • Proven outstanding administration skills • Ability to work proactively and to prioritise competing demands • Experience of working autonomously, problem-solving and time-keeping skills • Excellent attention to detail • Ability to work as part of a team and build relationships across the School
<h2>Knowledge and Experience</h2>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Working in an office or customer service-based role • Experience working with databases and data inputting • Experience of data analysis and reporting <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience of working in a school office • Experience of working with children and young people • A knowledge of safeguarding in schools is desirable, although full training will be given • Knowledge and experience of using CPOMS or other safeguarding reporting systems • Knowledge of SIMS database system, to include input of student data and running reports • Experience using mail merge • Knowledge of GDPR
<h2>Qualifications and Professional Development</h2>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Attainment of level 3 qualifications or equivalent (e.g. A levels, AVCE) • A good standard of written English • Minimum grade C / grade 4 at GCSE in English and Maths <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Administration qualification • Previous Safeguarding / First Aid / Fire Safety training
<h2>Personal Qualities and Competencies</h2>	<ul style="list-style-type: none"> • A calm, flexible approach • Pragmatism, flexibility and resilience • Ability to exercise tact and discretion • Maintain levels of confidentiality • Professional demeanour and a high standard of personal appearance • Boundless energy and vision • Ability to work under pressure and a capacity for hard work • Ability to appreciate the needs of the whole school • A 'can do' attitude, with ability to use initiative • Positive and proactive approach to continuous improvement



CLIFTON HIGH SCHOOL AS A BUSINESS

Just like other independent schools, Clifton High School is a business.

Our product is a high-quality, desirable education. To ensure we continue to provide the education and experience we are so passionate about, our business must be successful. This is largely down to fees; securing future pupils, retaining families, as well as maintaining and building upon the reputation we uphold.

Our parents are our customers, each making large financial and emotional investments in our School. As such, all employees are representatives of the School and play a part in its success.

With a flourishing and affluent Bristol population, the demand for an independent education is strong and highly competitive. To illustrate this, there are more independent schools within the city and its outskirts than anywhere else in the country, other than North London.

Clifton High School has learnt never to be complacent but to strive to keep competitive and ahead of the game. Our unique offering, together with co-curricular activities and personal and social development, is emphasised alongside academic excellence. Parents very much value this. Indeed, it is an important reason why they choose us.

Competition to attract pupils is high, and as such, we seek to appoint and retain staff of the highest calibre who act as ambassadors for the School, embracing and reinforcing our ethos and values.



BEING A CLIFTON HIGH SCHOOL EMPLOYEE

Working at Clifton High School involves a commitment to the vision, culture and heart of the School. All staff members work with colleagues to ensure that the School fulfils its aims.

Our pupils are fun, inquisitive, enthusiastic and rewarding. Staff are expected to share and champion this passion for bringing out the best in each one of them. Classes are small, allowing staff to not only strive to achieve the highest standards but also to make a significant contribution beyond them. All staff enrich and strengthen the wider life of the School by undertaking duties, offering and supporting activities or clubs. As role models for our young people, they are encouraged to show planned and focused career development.

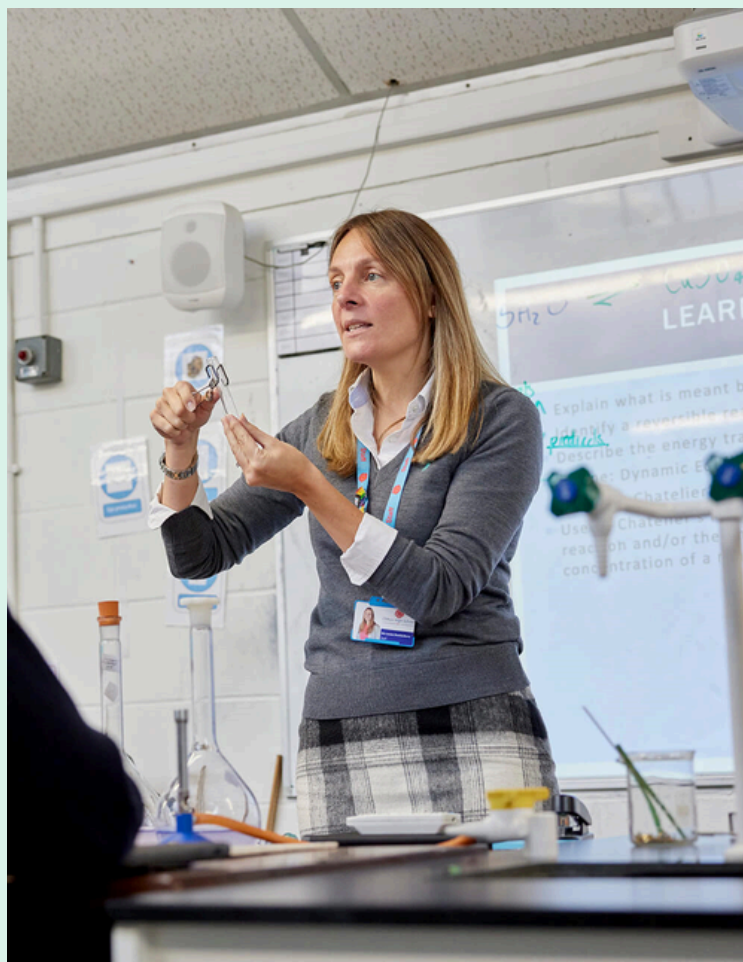
Focusing priority on excellence in the teaching and learning of our young people, as well as their personal development, staff are also encouraged to learn new skills and advance their own professional growth. Whilst Clifton High School encourages its young people to acquire skills, its staff must also lead by being open to new skills and knowledge.

We very much hope every individual, whether part of teaching, support, business administration or otherwise, to feel they belong to our Clifton High School community, sharing our common goal of the health, safety, well-being and education of our young people at its core.

'Realising Individual Brilliance' is not just for the pupils, but for everyone at Clifton High School.

What do we have to offer you?

- A committed and supportive staff community
- Motivated children with a desire to learn
- A drive to change and be better
- A culture of high ambition and excellent pastoral care throughout the school
- A history of embedded excellent best practice
- A creative and inspiring ethos with School values that our children and staff members carry with them for life
- Strategic, committed and supportive leaders
- Regular support and training to update skills
- Healthy and nutritious two-course lunch during term times
- 'School Fee Discount Scheme' for permanent staff members
- Regular staff socials



OUR VALUES



CURIOSITY

We educate our young people to be informed, inquisitive individuals with the ability and knowledge to use the art of questioning to explore the development of new, independent ideas. This, in turn, instils in them confidence and a lifelong love of learning.



EMPATHY

Relationships are enhanced when the value of love, for oneself and others, is achieved. This is something we encourage in all pupils, alongside a love of the planet we live on, the natural world around us and a passion for preserving it.



EMPATHY

The consideration of alternative perspectives is something we encourage in our pupils. It enables them to go out in the world with a desire to make positive change, through kindness, respect and understanding.



DIRECTION

We constantly support pupils to strive for ambition through a commitment and dedication to achieve personal goals that provide individual and personal direction, give purpose and drive motivation.



OUR STRATEGIC AIMS

At Clifton High School our strategy identifies six key areas that form the basis of our future:

- Pastoral Heart
- One School, One Team
- Beyond Academic Excellence
- Strong Community
- Secure and Successful
- An Environment to Thrive



Clifton High School

**THANK YOU FOR YOUR INTEREST IN
WORKING AT CLIFTON HIGH SCHOOL**