

Job Description and Person Specification

Attendance and Welfare Officer

Reddish Hall School

Contract: Full-time, Permanent (term-time plus 6 week)

Location: Reddish Hall School (SEMH specialist provision)

Hours: 37.5 hours per week, with flexibility for home visits/meetings as required, term time plus six weeks

Salary: £30,000

Line Manager: Head of School

Job Purpose

To lead and coordinate attendance and welfare systems across the school, ensuring that every pupil is supported to attend consistently and engage positively with education. The postholder will provide strategic oversight of attendance practice (under SLT direction), deliver operational casework, and maintain strong multi-agency and family partnerships to remove barriers to attendance—particularly for pupils with SEMH needs, EBSA, safeguarding vulnerabilities, and disrupted education histories.

To deputize for the DSL and hold a senior safeguarding position in school.

Key Accountabilities

- Provide strategic and operational leadership for whole-school attendance, punctuality, and welfare processes, under the direction of SLT.
- Manage a caseload of complex attendance and welfare cases, delivering timely interventions and maintaining high-quality documentation.
- Analyse attendance patterns, identify risk, and coordinate targeted plans and reintegration pathways for pupils.
- Work as part of the safeguarding/pastoral system, ensuring attendance practice supports safeguarding and statutory duties.
- Produce clear, accurate reports for SLT and governors, evidencing impact over time and supporting inspection readiness.
- Ensure the school is up to date with relevant policies and procedures

Main Duties and Responsibilities

A. Strategic oversight (under SLT direction)

- Implement and support the school's attendance strategy, policies and procedures, ensuring consistent staff practice and high expectations.
- Maintain a clear attendance and welfare dashboard for SLT/governors, including persistent/severe absence, vulnerable cohorts (e.g., CLA, CIN/CP, EHCP), and trends by phase.

- Coordinate the attendance cycle (daily first day response; weekly case review; half-termly impact evaluation) and ensure actions are time-bound and evaluated.
- Contribute to school improvement planning by identifying systemic barriers (transport, timetable, curriculum access, EBSA patterns) and proposing solutions.
- Support SLT with preparation of evidence for ISI/ISSR compliance, including registers, attendance coding, reduced timetables, and alternative provision oversight.

B. Attendance case management and family engagement

- Lead daily attendance monitoring (including registers/late marks), first-day calling, and rapid escalation for safeguarding-linked non-attendance.
- Develop, review and quality assure Personal Attendance Plans (PAPs), reintegration plans, and phased returns for pupils below agreed thresholds.
- Conduct home visits and structured meetings with parents/carers, using a solution-focused approach and clear expectations to improve attendance.
- Coordinate attendance panels and multi-agency meetings (Early Help, social care, CAMHS/clinical, YOT where applicable), ensuring actions are recorded and followed up.
- Prepare evidence packs and chronologies to support formal processes where required (e.g., penalty notices, legal action, managed moves, placement reviews), working with SLT and local authority teams.

C. Welfare and safeguarding-linked duties

- Work closely with the DSL team to identify and respond to welfare concerns linked to non-attendance (neglect, exploitation risk, peer conflict, online safety, mental health).
- Ensure pupils on reduced timetables, remote packages or alternative provision have robust safeguarding oversight, time-limited plans, and review points, with SLT sign-off.
- Maintain accurate case notes, attendance chronologies and communications logs in line with GDPR and school recording systems.
- Contribute to a strong culture of safeguarding and positive attendance, including participation in training and briefings for staff.

D. Data, reporting and administration

- Track, analyse and report on attendance data, identifying patterns and trends to inform interventions and strategic planning.
- Produce weekly and termly attendance reports for SLT and governors, including impact evaluation of interventions and cohort-level analysis.
- Support accurate admissions/leavers and roll management reporting where attendance intersects with placement stability and reintegration.
- Maintain relevant documentation, letters and records in line with statutory requirements and school policy.

E. Professional standards

- Promote equality, inclusion and accessibility in all aspects of the role.
- Maintain professional boundaries and confidentiality; demonstrate resilience and calm decision-making under pressure.

- Undertake training and CPD related to attendance, safeguarding, SEMH/EBSA, trauma-informed practice and relevant legislation.

Safeguarding

Reddish Hall School is committed to safeguarding and promoting the welfare of children and young people. The successful candidate will be required to undergo an Enhanced DBS check and will be expected to share this commitment at all times.

Person Specification

Qualifications and Training

Essential

- GCSEs (or equivalent) including English and Maths at Grade C/4 or above.
- Demonstrable commitment to safeguarding training and practice.

Desirable

- Relevant Level 3/4 qualification (e.g., education, youth work, social care, family support) or equivalent experience.
- Training in attendance practice, Early Help, restorative approaches, trauma-informed practice, or mental health/EBSA.

Experience

Essential

- Experience working with children/young people and families in an education, social care, community, or safeguarding context.
- Experience of case management, including recording actions, maintaining chronologies, and coordinating multi-agency work.
- Experience of using data to identify need, plan interventions, and evaluate impact.

Desirable

- Experience in a specialist setting (SEMH/SEND) and/or working with EBSA, trauma, anxiety, or exclusion risk.
- Experience supporting attendance improvement, including home visits, attendance plans, reintegration, and formal processes.
- Experience preparing evidence for statutory/legal processes (e.g., EWO liaison, penalty notices, court documentation).

Knowledge and Understanding

Essential

- Strong understanding of safeguarding, child protection, and professional information-sharing.
- Understanding of barriers to attendance for vulnerable pupils, including SEMH/EBSA and family context.
- Awareness of attendance-related statutory expectations, register accuracy, and the importance of timely intervention.

Desirable

- Working knowledge of relevant legislation and guidance (e.g., attendance, safeguarding, data protection).
- Understanding of SEND/EHCP context and the role of therapeutic/clinical support in reintegration and engagement.

Skills and Competencies

- High-quality written communication: able to produce clear reports, chronologies and evidence packs.
- Strong interpersonal skills: able to build trust with pupils and families while maintaining firm expectations and professional boundaries.
- Analytical capability: confident using attendance data to identify patterns, target support and report impact.
- Organisation and resilience: able to manage competing priorities, work calmly under pressure and respond to urgent safeguarding concerns.
- Multi-agency working: able to coordinate meetings, negotiate plans and ensure follow-through on actions.
- Professional judgement: able to balance support and challenge, escalating appropriately to SLT/DSL.

Personal Attributes

- Commitment to inclusion and improving life chances for vulnerable pupils.
- Consistent, solution-focused and reflective practitioner.
- High integrity, confidentiality and adherence to safeguarding expectations.
- Flexible and proactive, willing to engage in home visits and meetings as required.

Other Requirements

- Willingness to undertake home visits and attend meetings outside normal hours on occasion (with time off in lieu/arrangements as agreed).
- Ability to travel between sites/venues as required (essential: full driving licence and own car with).