**Job Description and Person Specification**

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| **Post Title** | Administrative Officer: Attendance |
| **Purpose** | The Administrative Officer: Attendance provides efficient and effective monitoring and reporting of student attendance; making contact with students and parents in relation to attendance and retention issues. The role supports the Heads of Hall and Safeguarding Team to identify students at risk and supports with the Student Services workload. The role contributes to the college’s general administrative function, acting as part of the wider Administration Department. |
| **Responsible to** | The Principal through the Vice Principal: Planning and Resources, Director of College Services and Administrative Services Manager. |
| **Liaising with** | Senior Management and College Management teams as well as departmental teaching and support staff.  |
| **Remuneration & Hours** | NJC Support Staff Payment: Pay Points 10 – 12 (£25,276 - £26, 097)This is a full time, permanent position. |
| **Context** |
| Loreto Sixth Form College is one of the largest providers of A Levels in the country, and was graded as Outstanding by OFSTED in January 2023. The Administration Department comprises of a number of officers with different responsibilities aligned to key areas of college; this role supports both Curriculum and Student Services in the critical function of monitoring and reporting of student attendance. The Administrative Officers also contribute to the overall administrative function of the college; providing cover for colleagues when needed and supporting the Administrative Services and Office Managers.  |

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| **Main Duties and Responsibilities** |
| **Attendance*** Make contact with students and parents in a timely manner, to discuss attendance concerns raised by teaching staff.
* To assist Heads of Hall and the Safeguarding Team to identify patterns of absence, and students at increased risk.
* Work with the Safeguarding Team to identify and monitor student’s attendance where appropriate.
* Facilitate termly Attendance and Tutee awards.
* Facilitate termly Attendance Monitoring letters; ensuring these are sent out to deadline.
* Support the Safeguarding Team with the administration of the CPOMS system.

**Student Services*** Provide cover for Administrative Officer for Student Services during absences.
* Ensure service desk requests are completed in line with department targets; including references and Confirmation of Study requests.

**General Administration*** To actively participate in and deliver their contribution to the team, covering for other Administration Officers where appropriate.
* Deal with incoming e-mails, responding directly or escalating enquiries as necessary in a timely manner.
* To provide a range of administrative functions including: answering and distribution of telephone calls, assisting and producing documents where applicable, such as mail merge letters, PowerPoint presentations, inputting data and spreadsheet tasks.
* To become familiar with the services provided by the Administration department in order to be able to deal with enquiries and requests for information from both internal and external enquirers.
* To be conversant with the college systems and to operate these when required.
* To prioritise and allocate in the most efficient and effective way all incoming work as well as having flexibility and a readiness to undertake a wide range of tasks.
* To review and maintain administrative procedures to ensure compliance with college procedures and adherence to data protection legislation.
* Assist with the collation/preparation of materials required for college events.
* The post holder will be expected to work flexibly to provide cover for and/or work in collaboration with colleagues in the college office.
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| **General** |
| * To be aware of and comply with all College policies and procedures.
* To be aware of equal opportunities and to demonstrate these principles in all aspects of work.
* To understand the College’s Safeguarding and Health and Safety policies and to work within its guidelines.
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| **Staffing** |
| * To undertake staff development.
* To take part in the College’s Appraisal process.
* To ensure that appropriate arrangements for cover are made when absent.
* To work as part of a team and to ensure effective working relations.
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| **Quality Assurance** |
| * To ensure the effective operation of quality assurance systems.
* To contribute to the process of the setting of targets within the department and to work towards their achievement.
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| **Communications** |
| * To ensure effective communication with members of staff, managers and the senior leadership team.
* To liaise with relevant external bodies as appropriate.
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| **Marketing and Liaison** |
| * To contribute to the College liaison and marketing activities.
* To link with external agencies as appropriate.
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| **Management of Resources** |
| * To contribute to the maintenance of an attractive working environment.
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| **Other** |
| * To support the aims and objectives of the College.
* To attend meetings as appropriate.
* To undertake any other duties the Principal or their designated alternate may reasonably direct from time to time within the context of the Loreto College contract.
* To take all reasonable steps to ensure the security of any personal data relating to College employees or students, (either future, current or past) to which you have access, in line with the requirements of the College’s Data Protection Policy and the General Data Protection Regulation (GDPR).
* This Job Description is subject to periodic review and amendment.
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**Person Specification**

This person specification will be used in shortlisting and interviewing to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate, give examples of how the criteria have been met.

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|  | **Essential** | **Desirable** | **Assessment Method** |
| **Experience** |  |  |  |
| Experience in an administrative role | x |  | Application, Interview |
| Previous administrative experience of working within an educational environment  |  | x | Application, Interview |
| **Skills and Knowledge**  |  |  |  |
| Conversant in all Microsoft Office applications, with high demonstrable high skills in Word and PowerPoint.  | x |  | Interview, Test  |
| Ability to organise and manage own workload to meet completing deadlines |  | x | Application, Interview |
| Excellent written and oral communication skills | x |  | Application, Interview |
| Ability to prioritise and multitask, using own initiative to overcome challenges. |  | x | Application, Interview |
| The ability to maintain quality and organisational procedures  | x |  | Interview  |
| Excellent attention to detail | x |  | Application, Interview, Test |
| Ability to communicate to a range of audiences, passing on information promptly and accurately to all those who need to know. | x |  | Application, Interview |
| Ability to empathise with 16-19 year olds within a college situation  | x |  | Interview  |
| Evidence of commitment to Continuous Professional Development  | x |  | Application, Interview |
| **Qualifications**  |  |  |  |
| Educated to degree level or equivalent, or substantial relevant experience that demonstrates a high order of literacy, numeracy and analytical skills. | x |  | Application, Interview |
| A relevant administrative qualification or evidence of formal training. |  | x | Application, Interview |
| **Attitude and Impact**  |  |  |  |
| Positive and Enthusiastic  | x |  | Interview  |
| Able to motivate others within the team to achieve set objectives | x |  | Interview |
| Flexibility and a readiness to undertake a wide range of tasks  | x |  | Interview |
| Smart in appearance and manner  | x |  | Interview |
| Ability to work outside of normal office hours on occasions | x |  | Interview |
| In sympathy with the Catholic ethos of the College, including a commitment to co-operation and helpfulness and a concern for the well-being of others  | x |  | Interview |
| A willingness to show flexibility in working arrangements in terms of duties and working patterns to meet emergencies and changes in circumstances  | x |  | Interview |
| Committed to Equality and Diversity  | x |  | Interview |
| **Personal**  |  |  |  |
| Enhanced DBS Clearance\* | x |  | Pre-employment check  |
| Ability to meet the requirements of the Asylum and Immigration Act (to be legally employed to work in the UK) | x |  | Interview |
| *\*this will follow an initial offer of employment*  |  |  |  |