

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

CME Tracking Officer

School Attendance and Support Service, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

1. To fulfil the Council's statutory duty in respect of tracking children who are missing from education (CME) into education provision, so they do not go missing and are safeguarded.
2. To ensure effective communication and liaison regarding tracking and locating of CME between teams, schools, other statutory and non-statutory agencies also cross border agencies.
3. To ensure schools and settings are complying with relevant statutory guidance.
4. To contribute to the accurate compilation and dissemination of relevant data and actions related to the wider group of children missing education (CME).

Accountable to:

This role is accountable to the School Attendance Support Manager, responsible for the direct line management of three CME Tracking Officers. The role sits within School Attendance Support Service, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. To ensure daily that all CME referrals from internal partners and external agencies are accurately scrutinised, the relevant action taken within the multi-agency partnership to locate and safeguard CME. This would include home visits.
2. To investigate regularly and consistently assess the circumstances of children who are specifically reported as missing from education (CME) recorded on ONE database.
3. To liaise regularly with Schools, relevant Partner agencies, statutory bodies (Child Health and other local authorities), non-statutory agencies and cross border agencies to review roles, responsibilities and practices around locating CME to ensure suitable access to education. Ensure schools and settings are complying with relevant statutory guidance.
4. To support the maintenance and updates of all records to children missing education within ONE and review the data to inform priority of future actions.
5. To use the DfE and other confidential recording systems and on-line systems for reporting and locating of CME across the UK and overseas. Ensure the security of information exchange.
6. To develop and produce caseload reports using data from ONE and Excel, discuss and agree actions to safeguard CME with the School Attendance Manager responsible for CME.
7. To contribute to policy and practice development to ensure best practice, leading to ongoing improvement in the tracking of pupils and their return to education with better outcomes for CME within West Northants Council, regional and national groups. Represent WNC at regional CME meetings.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent and effective oral and written communication skills	Essential	A, T, I, P, D
Ability to record actions taken, decisions and outcomes succinctly and in a timely manner	Essential	A, T, I, P, D
Ability to prioritise work and self-motivated	Essential	A, T, I, P, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of Safeguarding in education	Essential	A, T, I, P, D
Knowledge of Children missing from education	Essential	A, T, I, P, D
Knowledge of reasons behind children go missing	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experienced in liaising with families, schools, and other agencies	Essential	A, T, I, P, D
Experience of or understanding of school settings	Essential	A, T, I, P, D
Data interrogation, analysis, and reporting skills	Essential	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Good, broad level of education to GCSE or equivalent level, including literacy and numeracy	Essential	A, T, I, P, D
Enhanced Adult & Child DBS	Essential	A, T, I, P, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Professional Registration.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	Office, OAS
Job family band:	4	Worker type:	Part-flexible
Salary range:	£28,016-£29,513	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

Regular working alone, risk of verbal abuse from parents on the phone or at home visits. Exposure to mental health pressures and demands with fast-paced changes to priorities also work volume.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff - we want everyone to THRIVE.

T Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

