

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

School Attendance Support Officer

School Attendance 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.



West
Northamptonshire
Council

Purpose and impact:

1. To ensure schools are fulfilling their statutory obligations in relation to the provision of education to vulnerable children and that, at a minimum, all pupils in Northamptonshire are receiving their educational entitlement.
2. Challenge, intervene, monitor, and advise with schools and setting when pupils are at risk of not receiving their educational entitlement.
3. Having the appropriate skills to work with schools, families, children, and young people who are vulnerable due to any of the following: imminent risk of permanent exclusion, being permanently excluded, requiring access to alternative provision, electively being educated at home, having high levels of absence from school, actually missing education, needing specific support because of a disability to access education

Accountable to:

This role is accountable to the School Attendance Manager, responsible for the direct line management of 4 School Attendance Officers Customer Service Advisers. The role sits within Customer and Corporate Services, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

their people data, ensuring they understand the data produced and can easily utilise this for service development and improvement.

1. To work with School Attendance Support Service for vulnerable children and young people as part of the wider multi-disciplinary team, to challenge and support schools across the County to ensure they are fulfilling their educational responsibilities.
2. Champion the needs and aspirations of vulnerable children and young people in ensuring they receive a high-quality education enabling them to fulfil their potential and achieve economic wellbeing, by working directly with the young person, family and school.
3. Work with School Attendance Support Service Manager and Senior School Attendance Officers to ensure that no school or setting is at risk of not fulfilling their statutory obligations in relation to the education of vulnerable children and young people.
4. Work with schools and settings to ensure that alternative education provision is high quality, fulfils quality statutory entitlements, and is relevant to the needs, interests and aspirations of pupils disengaging from school and or at risk of permanent exclusion.
5. Have regard to the Code of Practice on the identification and assessment of Special Educational Needs and other relevant legislation.
6. Ensure that all casework records are kept in line with the service expectations and agreed operational policy, practice and procedures for effective audit and service efficiency.

7. To have regular contact with schools in line with local authority guidance and advise them on individual circumstances affecting vulnerable learners and develop with the school a plan to engage that student in education.
8. To follow statutory processes for example around attendance and children missing from education
9. To ensure that school re aware of and follow safeguarding processes and procedures in relation to children missing from education, children absent from school, children at risk of exclusion both permanent and fixed term, children on part time timetables.
10. To attend or co-ordinate multi-agency meetings as and when required e.g., Team Around the Family meetings, Assessment Meetings and Early Help Meetings.
11. 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.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. 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
Ability to write reports to a high standard. Clear and concise report writing, excellent know of the subject	Essential	A, I,
Excellent organisational skills. Ability to manage a caseload, to be able to prioritise, to be able to manage a diary. Ability to manage a range of competing demands	Essential	A, I,
Excellent interpersonal skills. Ability to input a mediate with schools and families, colleagues and a range of professionals	Essential	A, I,
Ability to input data and analysis and maintain case records	Essential	A, I,
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
Good understanding of safeguarding procedures in relation to a variety of settings	Essential	A, I,
Knowledge of relevant legislation, for example SEND Legislation, Legislation relating to Electively Home Education Children, Children Missing from Education, School Attendance and Exclusion	Essential	A, I,
Knowledge and ability to interpret data. Gathering attendance data on student and sharing this with a parent to highlight lack of attendance or pattern of poor attendance	Essential	A, I,

Relevant experience:	Essential / Desirable	Measured by
Experience of work with children, young people, and families	Essential	A, I,
Have previous experience within social care, education of health settings	Essential	A, I,
Experience of team working, contribute to team development, team plan and decision making	Essential	A, I,
Previous experience of working in a team, evidence of contributing to the teams development and involvement in planning	Essential	A, I,
Experience of schools and how they operate	Essential	A, I,
Previous experience of working in school or working closely with schools to ensure the needs of pupils are met	Essential	A, I,

Education, training, and work qualifications:	Essential / Desirable	Measured by
Good standard of Education, equivalent to 'A' Level or NCQ 3	Essential	A, I,

Continuous Professional Development including a range of courses undertaken to inform practice	Essential	A, I,
--	-----------	-------

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)

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	Office/Hybrid
Job family band:	WNC Band 06	Worker type:	Part-flexible
Salary range:	£33,369 - £36,163	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.”

Should you require this document in another format or language, please contact:

Careers@westnorthants.gov.uk

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.

