

FELIX PRIMARY SCHOOL JOB DESCRIPTION

ADMINISTRATION AND ATTENDANCE OFFICER

Line Managers job title:	Office Manager
Salary:	Points 5-6 of the Support Staff Scale FTE £25,583.00 - £25,989.00 per annum Pro rata £21,348.60 - £22,073.29 per annum, including an allowance for holiday pay
Tenure:	Permanent
Contract type:	Term-time plus 2 week
Hours per week:	35 hours per week

THE POST

Felix Primary School is a member of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 13 primary and 9 secondary schools.

We are looking for a hard-working and enthusiastic person with high standards and the ability to communicate and interact effectively with others as part of our school as an Administration and Attendance Officer.

We are looking to recruit an efficient, flexible and reliable individual to join our Office Team. The successful applicant will be required to maintain and monitor student attendance, arrange meetings, and provide an efficient and effective administrative and secretarial service to the Safeguarding Team. To manage Reception. To assist in providing a high standard of administrative support within the school. Experience of working with school management systems would be an advantage.

The first three months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written notice. The Trust may, at its absolute discretion, extend this period for up to one month. During this probationary period, performance and suitability for continued employment will be monitored.

PERSON SPECIFICATION

The personal competencies expected of all School support staff are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;

- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Willingness to accept responsibility for your own actions; the ability to prioritise effectively, meet deadlines and accept challenges.

The personal competencies expected of an Administrator and Attendance Officer are:

- Friendly and approachable.
- Willingness to help and support staff and students.
- Able to handle confidential and at times sensitive information.
- Expected to make day to day decisions about their own workload and prioritise.

The qualifications and previous experience required for an Administrator and Attendance Officer:

- A good level of literacy and numeracy.
- Knowledge of computer systems e.g. Microsoft, email.
- Knowledge of school systems is desirable but not essential as training is available.

JOB SPECIFICATION

Specific Responsibilities

- To maintain the school attendance register by checking that daily attendance records are input electronically by form tutors and class teachers and following up as appropriate for missing marks.
- To identify missing marks and unexplained absence at registration periods and contact parents to identify reasons for non-attendance as necessary.
- To follow up unexplained absence, liaising with the safeguarding Team and Heads of Year.
- To manage and deal with calls on the school absence line.
- To code attendance records with received absence notes from parents including requests for absence due to family holidays.
- To manage Student Reception – deal with general student enquiries, triage students for Pastoral Support Assistants.
- To prepare letters, reports, memos and other documents promptly and efficiently.
- Provide the Safeguarding Team with all aspects of administrative support, keeping accurate records of incidents and reporting incidents to Suffolk County Council as required.
- Admin for Reception admissions and mid-term student transfers from other schools.
- To receive and relay promptly any telephone or other messages, dealing as appropriate with routine enquiries.

- To liaise, as required, with members of staff and external organisations. You will be line managed by the PA/Office Manager and will give regular reports to the Strategic Attendance Lead.

Reception and Administrative Support

- To receive, record, and relay telephone messages and other communications efficiently, exercising judgement in dealing with routine enquiries and escalating matters where appropriate.
- To assist with main Reception duties, including welcoming visitors, responding to general enquiries, managing incoming telephone calls, and ensuring safeguarding procedures (such as visitor sign-in protocols) are consistently followed.
- To support the operation of Student Reception by responding to general student enquiries, providing guidance where appropriate, and triaging students relevant staff based on need and urgency.
- To prepare and produce a range of correspondence and documentation, including letters, reports, and internal communications, ensuring all materials are accurate, professionally presented, and completed within required deadlines.
- To liaise effectively with teaching and support staff, as well as external agencies and organisations, to support attendance, admissions, and administrative processes, ensuring clear and professional communication at all times.

Safeguarding and Welfare

- To undertake First Aid training and provide first aid support to students and staff as required. To deputise for the lead First Aider in their absence, ensuring all incidents are recorded in line with health and safety procedures.
- To adhere to the school's safeguarding and child protection policies, ensuring all duties, including admissions and attendance processes, reflect a strong commitment to student welfare. To escalate any safeguarding concerns in line with school procedures.

The post-holder will be required to comply with the Trust Code of Conduct. The post holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post holder shall participate in the Trust's programme of Performance Management and Continuing Professional Development.

HOURS OF WORK

Paid Weeks per year	Term Time plus 2 weeks
Hours per week	35 hours per week
Normal working Pattern	Monday to Friday 8:30am – 16:00pm
Unpaid Breaks	30 minutes lunch break where the working day exceeds 6 hours
Holidays	Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time.
Annual leave entitlement	Annual holiday entitlement for full-time support staff will reduce to 33 days (including bank holidays), rising to 37 days after 5 years' service. Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and/or less than 37 hours per week.
CPD Days	CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days. Any additional time required for CPD can be claimed on a timesheet.

REMUNERATION

- Points **5-6** of the Support Staff Salary Scale
- FTE Salary: **£25,583.00 - £25,989.00** per annum
- Pro rata salary: **£21,348.60 - £22,073.29** per annum

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff.

MID-YEAR ADJUSTMENTS – TERM TIME/TERM TIME PLUS

Salary payments are averaged out over the 12 months of the Academic Year. If you begin employment with the Trust during the Academic Year, or you have changes made to your contract, a Mid-Year Adjustment calculation will be made. This is to ensure that employees are only paid for work they will do over the remaining months of the Academic Year. This is worked out based on working days of the term time calendar not an equal

division of full months to be worked.

DRESS CODE

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify employees.

PRE-EMPLOYMENT CHECKS

Sapientia Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff must be prepared to undergo several vetting checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.