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### **Job Description**

**Administrator and Attendance Co-ordinator – Foundation**

Title of Post: Administrator and Attendance Co-ordinator – Foundation

Reporting to: Assistant Director Foundation and Learning Support

Grade: Scale 4/5

Hours: 36 hours per week, 52 weeks per year

Base: Harrow Weald Campus

## MAIN SCOPE OF POST

Working closely with the Assistant Director for Foundation & Learning Support the post-holder will be responsible for providing comprehensive administrative support to the Assistant Director and Section Manager within the Foundation area, to enable the successful delivery of courses and provide the required support and understanding needed by SEND learners and their parents, carers and families who attend the college provision.

**DUTIES:**

1. To contribute to and support the Foundation provision and deliver quality administrative services and excellent customer relationships.
2. Have a good understanding of SEND learners and be aware of and respond to national changes in policy, guidelines, regulations and legislation relating to SEND (Children and Families Act 2014 and SEND Code of Practice 2014) and reasonable adjustments (Equality Act 2010).
3. Be able to liaise with external agencies and key stakeholders including Local Authorities, feeder schools, transport services and Awarding Bodies to ensure compliance with requirements and the smooth running of events such as enrolment, open days, transition days and External Verifier visits.
4. To maintain a diary of engagements for the Assistant Director, making appointments where necessary.
5. To produce correspondence and confidential material initiated by the Head of School, including letters, reports, references etc
6. To arrange meetings, produce agendas and reserve rooms for such meetings.
7. To take minutes/notes of meetings and circulate information to parties concerned.
8. To receive incoming telephone calls on behalf of the Assistant Director, Section Managers and members of the course teams, and ensure all calls are handled efficiently and effectively.
9. To liaise with the Admissions Section and course team members as required regarding the distribution of course literature and enquiries, ensuring any changes are conveyed as necessary.
10. To input data as required onto the College’s and AO systems and databases and produce reports as necessary.
11. To raise purchase orders on the system (Aptos), check and process invoices in accordance with School budgets.
12. To maintain a database for staff leave, complete sickness/absence forms and liaise with HR in relation to these as necessary.
13. To assist the Assistant Director and Section Manager in ensuring effective communication and arrangements are in place for class cover.
14. To undertake administration surrounding student letters, communications and appropriate tracking documents relevant to departmental needs.
15. To undertake administration in connection with student activities outside the classroom and other College events as required e.g. Open Days, Parents’ Evenings.
16. To distribute all incoming and outgoing mail for the relevant Sections/course teams, ensuring quick distribution, dealing personally with correspondence.
17. To copy and duplicate material as required.

**DUTIES – Attendance Co-ordinator**

1. To provide pro-active and assertive support to students, particularly with regard to attendance, retention and performance.
2. To devise and undertake a range of strategies to improve student attendance, retention and achievement. These will include: -
3. Contacting parents/guardians
4. Using College student records systems to identify and act on problems
5. Liaising with Heads of School/Section Managers, course teams and tutors to agree

 appropriate action

1. Systematic attendance related checking and providing reports as appropriate.
2. To undertake systematic attendance and punctuality checking on behalf of the Head

 of School and provide regular reports.

1. To work closely with Head of School and School management to devise and

 implement effective punctuality and attendance strategies.

1. To have a high-profile input to induction, tutorial processes and School events

 relating to attendance and punctuality management.

1. To engage effectively with individual students and student groups to promote positive ethos and high expectations.
2. To ensure efficient database management as well as register monitoring and

 maintenance to carry out the job function effectively, and to ensure that student records are maintained in accordance with College requirements.

Identify “at risk” students and closely monitor their attendance and punctuality,

 providing guidance for improvement in partnership with parents/guardians and other staff.

1. To liaise with relevant internal and external agencies – such as student support, information and guidance, management information systems, parents/guardians and social services – as appropriate.
2. To contribute to and participate in, where appropriate, the termly Case Conferencing and Quality Assurance processes, providing relevant reports as required.
3. To assist the School in providing information concerning issues of student behaviour, be involved as appropriate in the School disciplinary processes and provide relevant reports for College disciplinary hearings and appeals.
4. Attend and contribute to termly meetings and development activities organised by the line manager/Senior Attendance Co-ordinator.
5. Participate in School and College wide events as well as training and development activities.

**GENERAL:**

1. To provide secretarial/administrative cover across the College at certain times including reception duties, particularly during staff holidays and other periods of absence.

2. To participate in enrolment duties when necessary.

3. To take an active part in the appraisal and mentoring processes and to engage in relevant Staff Training and Development as identified.

4. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.

5. To comply with and actively promote the College’s Safeguarding and Equal Opportunities Policies.

6. To participate in and contribute to the College’s in-service and training activities.

7. To carry out all other duties as may be reasonably required.

1. Maintain a current and archive system for both secure and confidentiality purposes, both paper based and electronic in line with GDPR requirements.
2. Shredding of confidential information in-line with GDPR regulation.

**Safeguarding Children and Vulnerable adults**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.
* Having due regard to confidentiality, child protection procedures, health and safety, other statutory requirements and the policies of the College.

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| **Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

**Administrator and Attendance Co-ordinator – Foundation**

#### Person Specification

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|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
|  Good general level of education (to GCSE level or equivalent including Maths and English at Grade C/Grade 4 or equivalent) | **✓** |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| At least 2 years’ administrative experience gained in a busy environment, preferably within the education sector | **✓** |  | AF/IV |
| Experience of working with learners with SEND and an understanding of the Equality Act 2010 and the SEND Code of Practice | **✓** |  | AF/IV |
| Excellent organisational and time management skills and ability to prioritise workload effectively under pressure | **✓** |  | AF/IV |
| Ability to build and maintain effective working relationships with people, including students, parents/carers, staff and external agencies | **✓** |  | AF/IV |
| Good IT skills including good working knowledge of Microsoft Office packages | **✓** |  | AF/IV |
| Ability to maintain accurate records, both manual and on a database | **✓** |  | AF/IV |
| Good written and verbal communication skills | **✓** |  | AF/IV |
| Good literacy and numeracy skills  | **✓** |  | AF/IV |
| Excellent customer service skills | **✓** |  | AF/IV |
| Experience of taking minutes |  | **✓** | AF |
| Personal Attributes/ Other |  |  |  |
| Interest and enthusiasm for working with young people aged 16-19 | **✓** |  | AF/IV |
| Understanding of the importance of, and commitment to Safeguarding and Equality and Diversity in education | **✓** |  | AF/IV |
| Ability to communicate effectively with people at all levels in an organisation | **✓** |  | AF/IV |
| Ability to work under pressure | **✓** |  | AF/IV |
| Proactive approach to work | **✓** |  | AF/IV |
| Ability to work unsupervised and use own initiative | **✓** |  | AF/IV |
| Willingness to work flexibly when required | **✓** |  | AF/IV |
| Competencies*Support staff should be able to demonstrate competency in the following areas:*Communication; Planning and OrganisingWorking Together ; Customer ServicesAdaptability/Flexibility | **✓** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

Cert = Certificates checked on induction