

JOB DESCRIPTION:

ADMINISTRATOR - ATTENDANCE



JOB DETAILS

Salary range: H4

Contract type: Permanent

Reporting to: Office Manager

Responsible for: n/a

MAIN PURPOSE

The Administrator – Attendance will:

- Be part of the office team, ensuring high quality administrative and receptionist support to key stakeholders.
- Assist the Office Manager with daily attendance tasks.
- Actively model and promote the values and ethos of the school.
- Work proactively across The Claxton Trust to ensure consistency in processes and procedures.
- Uphold a commitment to equality, diversity and inclusion, working to eliminate discrimination and harassment based on all protected characteristics identified in the equalities policy.

KEY RESPONSIBILITIES

- To undertake reception duties in a busy school office, including response to telephone and personal enquiries as required.
- Independently manage the busy reception desk in the upper building.
- Proactively answer the phones, providing assistance, screening and forwarding calls as required, and ensuring that all enquiries are dealt with effectively and in a timely manner.
- Act as the first point of contact for all visitors to the school. Greet and welcome guests and direct them to the appropriate person, following safeguarding requirements at all times.
- Assist with pupil welfare matters, including contacting parents and staff.
- Maintain manual and electronic records, following administrative systems to ensure maximum efficiency.
- Draft and send communications to parents/carers as required.
- To arrange hospitality requirements and meeting room facilities as and when directed.
- Establish constructive relationships and communicate with the school community, including parents, pupils and other agencies / professionals.
- Contribute to the overall ethos / work aims of the school.

Attendance Administration

- Input attendance data onto Arbor in a timely manner, meeting deadlines as required.
- Ensure that teachers take twice-daily registers, following up with class teachers where necessary.
- Input any data from paper registers onto Arbor.
- Administer the process for registering children who are late to school.
- Record reasons for absence on Arbor, proactively following up with parents / carers where necessary and recording any concerns on CPOMS.
- Contact parents / carers where children have been absent for more than three days due to illness to provide support. Request evidence for children who are absent where necessary.

- Work with the Office Manager to communicate attendance procedures and expectations to parents / carers where appropriate.
- Work alongside the Office Manager to input the correct attendance codes into class registers on Arbor.
- Send out attendance letters in line with school procedures.
- Proactively work with families to ensure that the school's attendance targets are achieved.
- Produce daily school meal reports for the kitchen.

This job description may be amended at any time in consultation with the postholder.

Last review date: May 2026

Next review date: September 2027

PERSON SPECIFICATION:

ADMINISTRATOR - ATTENDANCE



CRITERIA	QUALITIES
Qualifications and training	• Evidence of accredited learning relevant to the post (NVQ level 3 or equivalent) (desirable)
Experience	• Experience of administration work • Experience of working in a school office (desirable) • Experience of working in a customer facing role (desirable)
Skills and knowledge	• Good numeracy and literacy skills, including good standard of spoken and written grammar. • Effective communication and interpersonal skills • Ability to build effective working relationships • Ability to use standard IT systems • Good record-keeping skills • Good attention to detail • Ability to use initiative to solve problems
Personal qualities	• Commitment to getting the best outcomes for pupils and promoting the ethos and values of the school • Excellent organisational skills • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality