



**PERSON SPECIFICATION:**

**Home School Attendance Officer**

Requirements	Essential or Desirable	To be assessed by application form, interview, references and/or selection test
<b>Education/Training</b>		
<ul style="list-style-type: none"> <li>Qualifications or training relevant to the position.</li> </ul>	Desirable	Application/Certificates
<ul style="list-style-type: none"> <li>GCSE at level A-C in English and maths or equivalent</li> </ul>	Desirable	Application/Certificates
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Experience of working in schools in regard to attendance and punctuality</li> </ul>	Essential	Application/Interview
<ul style="list-style-type: none"> <li>Experience of carrying out administrative functions in regard to the role</li> </ul>	Essential	Application/Interview/Test
<ul style="list-style-type: none"> <li>Experience in dealing with parents, the local community and appropriate agencies</li> </ul>	Essential	Application/Interview/Test
<b>Knowledge and Skills</b>		
<ul style="list-style-type: none"> <li>Practical knowledge of a wide range of IT packages including Microsoft Word, Excel, PowerPoint, Publisher, Outlook</li> </ul>	Essential	Application/Interview
<ul style="list-style-type: none"> <li>Practical knowledge of setting up reports, systems, filing, photocopying in relation to the role</li> </ul>	Essential	Application/Interview
<ul style="list-style-type: none"> <li>Knowledge of customer care with the ability to communicate and deal with parents efficiently, politely, tactfully and helpfully</li> </ul>	Essential	Application/Interview
<ul style="list-style-type: none"> <li>Knowledge of using SIMs/SIMs discovery</li> </ul>	Desirable	Application/Interview

<ul style="list-style-type: none"> <li>• Knowledge and understanding of the importance of confidentiality when dealing with pupil records and sensitive information</li> <li>• Ability to use own initiative to prioritise and organise workload</li> <li>• Effective communication skills, both oral (in person and over the telephone) and written (including letters, reports, e-mails, minutes)</li> <li>• Ability to communicate effectively at all levels within the Academy, and with parents, visitors and external organisations</li> <li>• Ability to build effective relationships with colleagues and to be an active team member</li> <li>• Ability to demonstrate effective diary management</li> <li>• Ability to act in a tactful and diplomatic way to sensitive issues and communicate effectively in difficult situations</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview/Test</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview/Test</p> <p>Application/Interview</p>
<b>Personal</b>		
<ul style="list-style-type: none"> <li>• Excellent Interpersonal Skills</li> <li>• Team Player</li> <li>• A willingness to be flexible</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview/References</p> <p>Interview/References</p> <p>Interview/References</p>