



Attendance Officer & Receptionist CRITERIA FOR SELECTION

	Essential	Desirable
Relevant Experience	<ul style="list-style-type: none"> ● Experience working in a school office environment ● Experience managing attendance records and following up on absences ● Experience in customer service roles, including managing a reception 	<ul style="list-style-type: none"> ● Experience working in a school with students and families from diverse ethnic and social backgrounds ● Experience liaising with external agencies, e.g., Education Welfare Officers (EWO)
Skills and abilities	<ul style="list-style-type: none"> ● Good literacy and numeracy skills ● Proficient ICT skills, including use of school MIS systems ● Strong communication skills, both written and verbal ● Excellent organisational and administrative skills, with attention to detail ● Ability to develop positive relationships with students, parents, staff, and visitors ● Ability to work effectively under pressure and manage multiple tasks ● Resilience and ability to demonstrate positive thinking ● Willingness to be flexible in a dynamic environment 	<ul style="list-style-type: none"> ● Level 2 or higher level qualifications ● Skills in using a variety of IT resources and databases including SIMS, FMS, Arbor and Access
General and specific knowledge including Safeguarding	<ul style="list-style-type: none"> ● Understanding of safeguarding procedures and child protection ● Awareness of the importance of confidentiality ● A sound awareness of special educational needs (SEN) and the challenges they may present ● Be willing to familiarise yourself with school policies and procedures in relation to safeguarding and/or child protection ● An awareness of the increased vulnerability of students with SEND 	<ul style="list-style-type: none"> ● Knowledge of barriers to good school attendance ● Awareness of school policies and procedures related to attendance