

Norwich School

Attendance Officer (Admin Hub)



JOB DESCRIPTION

Job Title: Attendance Officer (Admin Hub) – Maternity Cover
Reports to: Head of Operations

Working Pattern: 35 hours per week over 35 weeks per annum

Purpose:

Collate, record and monitor pupil attendance and absence data using computerised and manual systems. Effectively implement the school attendance systems as well as monitoring and reviewing pupil absence. Act as the first point of contact for pupils and parents in all attendance matters.

Specific Responsibilities:

Attendance

- For the morning and afternoon registrations, check all Senior School registers are entered into the school's management information system, iSAMS. Once all the registers have been inputted, identify the pupils who have not registered, are late or absent and follow up first with staff and then with parents as a matter of urgency.
- Note daily calls from the absence line and emails about pupil absence from school and inputting the data onto iSAMS. These may provide absence information for specific pupil: sickness, medical and other appointments or attendance at extra-curricular activities.
- Where necessary, visit classrooms and school facilities to locate any pupils appearing on the missing list.
- Liaise with staff for trips, sporting fixtures, music and drama events, exams and study leave, and record pupil participation in iSAMS.
- Liaise with the Sports Department Administrator re: registration for games sessions.
- Ensure all registration periods have been accurately recorded in iSAMS and chase any missing registers.

General

- Participate in training and other learning activities as required and in the performance appraisal and development review process
- Be prepared to support other duties within the Admin Hub as appropriate
- Undertake other similar duties and activities that fall within the band and role; and any other duties that may be reasonably required by the Head or the Head of Operations

Safeguarding

- The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- Understand and implement the Child Protection Policies of the school and attend related training.
- Promote and safeguard the welfare of children and young people and ensure that all staff and volunteers share this commitment.

Other

- To maintain confidentiality of information acquired in course of undertaking duties within the school.

Norwich School

Attendance Officer (Admin Hub)



- To attend departmental meeting and school-based INSET as required
- Participate in training and other learning activities as required; and in the Probation / Professional Development Review process.
- Undertake other similar duties and activities that fall within the band and role; and any other duties as may be reasonably required by the Line Manager or the Head.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
GCSEs in English & Maths	X	
Experience		
Experience in working in an administrative role in a medium sized or large organisation	X	
Experience in working in an educational environment		X
Experience in being an attendance officer		X
Basic skills and competencies		
Excellent IT skills (incl. MS Outlook Excel, Word, databases)	X	
Ability to use website content management system, SchoolPost (communication), and iSAMS (database)		X
Ability to communicate clearly – both verbally and in writing	X	
Excellent written English and comprehension skills	X	
Excellent data handling and analytical skills	X	
Ability to deal with differing situations whilst remaining calm and professional	X	
Ability to work on their own or as part of a team	X	
Ability to deal with a wide variety of tasks and with ever changing priorities	X	
Ability to interact with all members of the school community	X	
Ability to work under pressure	X	
Highly organised	X	
Personal Qualities		
Empathy and interest in young people	X	
Compliance with Data Protection legislation	X	
Always maintain confidentiality	X	
Ability to demonstrate tact, diplomacy and sensitivity	X	
Ability to prioritise effectively	X	
High attention to details/accuracy	X	
Energetic, proactive, enthusiastic and willing	X	
Flexible (in tasks to be performed, hours of work, etc.) reliable & dependable	X	
Be interested in own professional development	X	
Smart and presentable appearance	X	

Norwich School

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SALARY AND BENEFITS

Salary and Working Pattern

This position is on a fixed term basis for up to one year to cover a period of maternity leave, starting in March 2026.

This role is for 35 hours per week, worked across 35 weeks per annum, with required working hours of Monday to Friday from 8am to 4pm, including an unpaid hour for lunch. Flexibility in working hours and pattern is required to meet the changing needs of the school. The salary for this position is £18,633 per annum.

Pension

Subject to meeting the qualifying conditions, support staff are eligible for the Aegon pension scheme. The school will contribute 8% if the staff contributes a minimum of 4% of their salary into the scheme. Please note that this is a defined-contribution pension scheme.

Healthcare

Staff may benefit from a heavily subsidised private healthcare plan. To join, a full-time member of staff has to contribute £100 per annum. The spouse and dependent children may also join the scheme at the prevailing corporate rate.

Lunch

Staff may enjoy a complimentary lunch in the school's Refectory during term-time.

Salary Sacrifice Schemes

Norwich School offers the Cycle to Work scheme.

NOTE: Please note that Norwich School is located in the centre of Norwich with very limited parking. The successful candidate may apply for a parking space, but success will be dependent on availability and on meeting the school's criteria for awarding parking spaces. However, the school is well served by public transport systems. Bus stops are located just outside the Cathedral gates and there are frequent services for the various Park 'n' Ride car parks as well as for other parts of the city and county. The Norwich mainline train station is only 5-10 minutes' walk from the school.