Job Description:

Attendance Officer – Term Time plus 2 weeks

(Fixed Term until 31st July 2027)

Southport
Education
Group

Southport
College

KGV
SIXTH FORM
COLLEGE

Attendance Officer – Term Time plus 2 weeks
(Fixed Term until 31st July 2027)
REF: ATT001-827

The role:

Southport Education Group is seeking to appoint two dedicated and motivated Attendance Officers to join the college group. These newly created cross-college roles will be central to supporting consistent tracking, monitoring and improvement of learner attendance across the organisation. Working collaboratively with colleagues, the Attendance Officers will take a proactive approach to contacting absent learners, identifying and removing barriers to engagement, and strengthening communication with parents and carers.

This post is to support, monitor and improve attendance and punctuality for all 16–18 learners across Southport College and KGV Sixth Form College. The Attendance Officer will play a key operational role in driving high standards of attendance through daily monitoring, timely intervention and clear, consistent communication with students, parents/carers and staff. The role requires someone who can work quickly and accurately with College systems, confidently challenge poor attendance, identify patterns and trends, and ensure that attendance concerns are acted upon promptly in line with College policies and procedures. Particular attention will be given to learners identified as vulnerable and/or disadvantaged, ensuring that emerging attendance concerns are identified early and escalated appropriately. The post holder will work closely with curriculum teams, progress tutors and student services to ensure attendance issues are addressed effectively and consistently.

This is an exciting opportunity to make a significant impact on learners' attendance, achievement and overall college experience across the Southport Education Group.

Responsible to:

The postholder is responsible to the Head of Studies

Key Accountabilities and Responsibilities:

The roles and responsibilities below reflect the crucial aspects involved in the role of Attendance Officer.

➢ To monitor and track student attendance and punctuality daily for all 16–18 learners across the College.

➢ To access, read and analyse absence and attendance data throughout the working day in order to identify emerging issues, patterns of concern and areas for intervention.

➢ To pay particular attention to the attendance of learners identified as vulnerable and/or disadvantaged, ensuring concerns are identified early and escalated in line with College and safeguarding procedures.

➢ Provide early identification of barriers taking actions to support e.g. bursary application, kit, travel passes.

- To take appropriate and timely action where an absence may indicate a missing child or a learner at risk, in accordance with College safeguarding processes.

- To record student absences accurately and consistently in line with College absence notification procedures, including reasons for absence.

- To make direct contact with learners to establish reasons for absence and to liaise with parents/carers where required.

- To deal with attendance enquiries from parents and carers and liaise with curriculum and support staff to improve learner attendance.

- To identify patterns of absenteeism, persistent absence and lateness, escalating concerns in line with College thresholds and procedures.

- Undertake data input and ensuring that each and every absence is verified through timely contact with both students and parents/carers by phone or email

- To robustly challenge poor attendance and punctuality, clearly communicating expectations, targets and consequences in a professional and supportive manner.

- To provide operational support to Progress Tutors in driving a strong culture of attendance across curriculum areas.

- To prepare and provide attendance reports and summaries for Progress Tutors, Heads of Studies, Heads of Division, Assistant Principals and other senior staff as required.

- To escalate attendance concerns appropriately to Progress Tutors, Heads of Division, Assistant Principals and relevant staff to ensure timely follow-up and intervention.

- To seek and support innovative solutions to specific attendance issues in liaison with curriculum areas and Progress Tutors.

- To maintain accurate, timely and detailed attendance records on College systems, working at pace and with a high level of accuracy.

- To support the consistent application of College attendance and punctuality policies across curriculum areas.

- Ensure that parents/carers/ are informed of all absences and withdrawals, checking all sickness and persistent absences

- Promote College systems such as ProPortal and Pay My Student.

- Ensure that college has accurate and up to date parent/carer information for all learners under the age of 18.

- To attend relevant meetings and contribute to discussions around attendance trends, priorities and improvement strategies.

- To actively promote a culture of excellence, equality and high expectations within the College.

➢ To attend parents' evenings, open events and other College events where attendance input is required.

➢ To undertake administrative tasks appropriate to the role, including data entry, record keeping and correspondence.

The above duties are indicative of the requirements of the post at the time of recruitment. It is management policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate. Staff may be asked to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which the College operates.

The Person:

The successful candidate will be the one whose professional and personal qualities correlate most closely with the following profile:

Qualifications and Attainments	Essential/ Desirable	Method of Assessment
Level 3 Support qualification	D	A
Level 2 qualification in Numeracy and Literacy (or willingness to undertake and achieve within 2 years).	E	A

Experience		
Experience of dealing with students and young people in an education setting	E	I
Experience of working with Data and computers including excel and college systems	E	A
A commitment to support students in terms of attendance, retention and achievement	E	I
Experience of dealing with issues and barriers that can affect a learner's attendance	D	A/I
Experience of effective team working and promoting relationships between staff, students and the community	E	I

Knowledge, Skills and Attributes		
Excellent communication / interpersonal skills	E	I
Ability to generate and prioritise own workload	E	A
Ability to work in team	E	A
Ability to maintain accurate records	E	A
Ability to work collaboratively internally and externally	E	A
Commitment to equal opportunities and continuous improvement	E	I
Willingness to work flexibly across both Southport College and KGV Sixth Form College	E	I
Excellent IT, administration and organisational skills	E	A

Attendance Officer

A commitment to the College's programme of delivering a high level of support	E	I
Ability to work in a way that promotes the safety and wellbeing of children & young people	E	I
To work in accordance with and promote the Southport Education Group's Staff Charter, "Our Values"	E	I
Positive, flexible and adaptable approach	E	I
Willingness to commit to adhering to Southport Education Group policies and procedures with regards to Safeguarding, Prevent, Equality & Diversity, Health & Safety, GDPR etc.	E	I

Method of Assessment: A – Application, I – Interview, AS – Assessment

Salary:

£19,996.87 to £20,768.55 per annum

For information, the full time equivalent is £24,177.00 to £25,110.00 per annum

In order to ensure that employees who are employed on a term time only basis receive regular payments throughout the year, annual salaries are paid in 12 equal monthly instalments in line with the College's leave year (1 September to 31 August).

Please note, in the event of an appointment, contractual change or termination of employment mid-way through the College's leave year, the annual salary for the relevant leave year will need to be recalculated in order to ensure that the correct payment is received based on the projected working hours/weeks or actual working hours/weeks including any entitlement to accrued holiday pay.

Summary of Terms and Conditions of Employment:

There will be an annualised working year of 1,239 hours. The weekly pattern of hours to be worked are commensurate with the needs of the College.

The post-holder will be entitled to receive normal remuneration for all Bank and Public Holidays normally observed in England and Wales (currently eight days) and to a further 39 working days' (225 hours) holiday in each holiday year (being the period from 1 September to 31 August). The College may close for a number of working days in the interest of efficiency. If this occurs the taking of annual leave will be directed by the Corporation up to a maximum of 9 days. Typically, these closures occur over the Christmas and Easter periods.

Evening and/or early morning duty may be necessary during August, September and January for enrolment/examination registration and general enquiries. Annual leave may not be taken from 20 August until the 2nd week in September.

The postholder will be eligible to contribute automatically to the Merseyside Pension Fund (subject to qualifying conditions). Details of the scheme in operation can be found in the vacancies area of the College's website.

During their employment with the College the postholder will be expected to conduct themselves in a manner appropriate to the professional image of the College. The postholder will be expected to provide a prompt and efficient service and to maintain appropriate standards of personal appearance at all times.

Attendance Officer

A disclosure from the Disclosure and Barring Service (DBS) will be requested in the event of a successful application to this post.

All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Copies of the Code of Practice are available from the Human Resources Department on request. Copies of the policies are available on the College's website on www.southport.ac.uk and the College's Intranet.

Southport Education Group is committed to safeguarding and promoting the welfare of children and young people. Copies of the College's Child Protection and Vulnerable Adults Policy and Procedures are available on the College's website on www.southport.ac.uk and the College's Intranet.

Timetable for Appointment:

Deadline for receipt of applications: Thursday 5th February 2026 (10:00am)

Interviews will be held: Tuesday 10th February 2026

Application Procedure:

An application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned via email to personnel@southport.ac.uk

CVs alone will not be accepted.

Upon receipt of your emailed application form, we will acknowledge your application via return email. If you haven't received a confirmation email prior to the closing date for the vacancy, please check your 'spam' or 'junk mail' folder. If the email is in this folder, please mark it as 'not spam/junk'. This should ensure that any further emails we send to you are not missed.

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated.