# **PERSON SPECIFICATION: Attendance and Student Support Officer POST REFERENCE:**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | * NVQ Level 3 or above in administration or an equivalent qualification in a relevant field * GCSEs (or equivalent) pass in English and Maths * Recognised and relevant Continuing Professional Development/Training (F) | * Other higher - level qualifications |
| * **Work or other relevant experience** | * Experience of working within a school environment (F)(I)(R) * Experience of working with children, young people and families, related professionals and outside agencies (F)(I)(R) * Experience of using SIMS system or similar data management system (F)(I)(R) * IT literate – good experience of using Microsoft Office to produce documents and work to deadlines to produce accurate letters and forms (F) (I) (R) * Knowledge and experience of attendance in schools and an awareness of legislation (F) (I) * Ability to organise workload and to work independently and take initiative (F)(I) * Experience of working with parents/carers who are reluctant to engage with support (F) (I) * Ability to maintain a professional manner in challenging situations (F) (I) (R) | * Experience of working with vulnerable young people and their families to address issues with attendance * Experience of working as part of a school’s pastoral team * Thorough knowledge of policies and practices within education and specific student support * Ability to plan and develop systems * Awareness of child protection issues |

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| * **Skills, abilities, knowledge and competencies** | * Excellent communication and interpersonal skills (F)(I)(R) * Effective listening, negotiation and motivational skills (F)(I) * Excellent organisational and time management skills to ensure procedures are followed resulting in high quality outcomes and recording * Ability to work on own initiatives and respond appropriately to guidance (F)(I) * Ability to work with professionals, parents, carers, and pupils (F)(I) * Ability to plan, implement, review and evaluate initiatives and strategies (F)(I)(R) * Knowledge of different approaches to working with children and families (F)(I) * Ability to operate with discretion and confidentiality at all times (F)(I) * Ability to undertake assessments and write reports to high standard (F)(I) * Knowledge of legislative framework that underpins the supporting of families and schools including SEND, Attendance, Behaviour and Safeguarding (F)(I) * Knowledge of safeguarding principles and legislation (F)(I) * Ability to build effective working relationships with parents, external agencies, children and colleagues at all levels (F)(I) * Ability to use IT systems and management information systems to support effective working (F)(I) | * Understanding of the barriers to learning and attendance experienced by vulnerable children, their families and strategies that contribute to their resolution (F)(I) | |
| * + **General competencies** | * Creative and flexible approach to working (F)(I)(R) * Reliable (F)(I)(R) * Maintain confidentiality (F)(I)(R) * Full, Clean UK Driving Licence (F) (I) * Access to own vehicle (with valid business insurance) and willingness to use this for home visits (F) (I) |  | |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| Safeguarding – Designated Lead Training  GDPR  Prevent | Annually  Annually  Annually |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.