# **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 CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease 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

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| * **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)
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| * + **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)
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|  **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 TrainingGDPRPrevent | AnnuallyAnnuallyAnnually |

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.