



Attendance Support Officer

Salary: Band 5, £26,473 to £28,239 per annum

Contract: Permanent

Hours: Full time (37 hours per week, Monday to Friday 8.30am to 4.24pm)

Portsmouth Local Authority is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment, to improve outcomes for children.

Every post is subject to PCC and Portsmouth Safeguarding Children's Board safer recruitment procedures.

The Service

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect who you are and how you work then this could be the role that meets your expectations.

What is the role?

You will effectively assist in the discharge of the Local Authority's statutory functions relating to school attendance, child employment and entertainment and children missing education.

Key tasks will include:

- Registering and issuing Penalty Notices for irregular school attendance. This includes raising invoices and drafting relevant documentation.
- Tracking/checking/recording the progress of the penalty notice procedure through various data bases.
- Assisting in the co-ordination of Fast Track Panels, and note taking and general administration of the fast track process.
- Providing administrative assistance and support with tasks relating to statutory processes undertaken by the school attendance team.
- Giving administrative assistance and support processing child work permits, child performance licences and chaperone licences.
- Giving administrative assistance and support processing pupils who are electively home educated.
- Providing administrative assistance and support processing migrating pupils and children missing education.
- Maintaining, updating and developing database systems across a wide area of the team as directed by management.
- Maintaining and updating E-file system, and providing regular data/reports across all work areas covered by the school attendance team.
- Ensuring systems are in place which contribute to office standards and procedures being adhered to.



- Dealing with general telephone enquiries both internally and externally

Who is the person?

You need to have:

- Experience of working in an administrative role.
- An excellent standard of literacy with the ability to compose correspondence to a high and professional standard.
- The ability to produce, process and analyse a wide range of data
- In-depth experience of using Excel, Word, Outlook and Access. Database experience is also essential. Excellent IT skills are essential.
- Good communication skills with people at all levels and an excellent eye for detail; the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- The ability to work under pressure and meet deadlines, even when priorities have to change suddenly.
- The ability to work under direction or own initiative and prioritise your workload.
- Experience in note taking and organising meetings.
- An understanding of the importance of confidentiality and data protection.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.