IMPACT COMMUNITY ACADEMY
CONNECT • LEARN • CHANGE • TRANSFORM

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Position Description

Job Code:	10.001.13
Job Title:	Attendance and Engagement Officer
Reports To:	Business Manager
Award:	Educational Services (Schools) General Staff Award 2020
Approval Date:	..... Version: 20260702

School Philosophy

We believe that access to education is critical for young people to achieve their aspirations for a healthy and productive future. Educational achievement supports young people to contribute their talents and passions to society. Young people need to experience success in their endeavours and build the skills and attributes that they can carry into further training, employment and life pathways as valued members of their communities.

The measurement of success does not focus solely on an academic outcome: each young person is encouraged to create their own unique pathway within the Academy's Connect, Learn, Change and Transform model. Our philosophy is essentially that young people need to learn the skills required to become fully formed adults, secure in their knowledge of themselves as healthy and valuable people. It is our firm belief that young people cannot learn effectively if their needs for physical, emotional, and mental wellbeing are not being met.

To achieve our aims for our young people, we support them and their families using a Wellbeing First approach that is delivered through the Academy's Connect, Learn, Change and Transform model, comprising the following elements:

Connect: We expect the young person to recognise that their commitment to learning starts with them. They need to be prepared to engage and participate consistently in their learning, work hard, and show kindness and patience towards themselves and others.

Learn: We meet a young person where they are, recognising that every young person has a different starting point, and that supporting the physical, social, and emotional wellbeing of the young person is fundamental for them to learn and flourish. We are holistic in our delivery of education, delivering learning in non-traditional ways to suit individual learners. Young people will be the leaders of their learning, with individual talents and needs recognised as they are encouraged to progress towards their personal goals.

Change: We challenge our young people to take control of their future, encouraging them to think differently, innovate and be open to the views of others as they expand their worldview. We support our young people to push themselves outside of their comfort zone, recognising that through adaptive challenge, change and growth will occur. We invite young people to bring curiosity to the world around them, as they develop an understanding of the things that inspire them and create purpose.

Transform: We aim to create resilient, adaptable young people, who have a strong sense of self and connection to community. Academy young people are equipped to respond to life's challenges, as we prepare them for social and economic participation within their immediate and wider community.

Our aim	Our aim is to build an educational environment where young people can connect, and achieve the foundations of life, learning and livelihood in a supportive, enriching environment. The Impact Community ACADEMY delivers learning through a wellbeing lens, providing courses that have the potential to challenge mindsets, encourage growth and transform lives in a way that allows the young person to be more adaptable and resilient as they enter adulthood.
Our mission	To build a caring, inclusive and healthy learning community that builds adaptability and supports young people to flourish and reach their full potential.
Our core values	**Wellbeing** - We promote and support the mental, physical, and social wellbeing of all members of our organisation by building the knowledge, skills, and environments that enable individuals and communities to thrive. **Empowerment** – We work in partnership to foster autonomy, agency, and informed decision-making, enabling all individuals to contribute meaningfully and take ownership of their growth and impact. **Community** – We cultivate a culture of inclusion, respect, and belonging, encouraging active participation and collective responsibility in strengthening our community.

The objectives of Attendance and Engagement Officer are to:

- Promote and support regular student attendance.
- Build positive relationships with students, families and staff.
- Monitor and follow up student attendance concerns in a timely manner.
- Support student engagement, wellbeing and participation in education.
- Assist with enrolment, communication and administration processes.
- Ensure accurate maintenance of attendance records and student information.
- Support the school's Wellbeing First approach through proactive family engagement.

The position of Attendance and Engagement Officer cannot be achieved from home and must be performed in the workplace and work closely with all staff, including; the Principal, Wellbeing Team, Teachers, Education Support Staff and Administration Team.

Impact ACADEMY is a child safe organisation committed to the protection of children and has a zero tolerance of abuse of children. We are committed to ensuring the safety, wellbeing and dignity of all children and young people, therefore, all applicants will be subject to Impact ACADEMY and legislative screening procedures.

These checks are consistent with Impact ACADEMY's commitment to child safeguarding policies and procedures. This includes complying with our Child Safeguarding policy and code of conduct.

Main Duties/Responsibilities:

Attendance Management

- Monitor administration emails for attendance notifications.
- Complete morning attendance follow-up phone calls to parents/carers regarding unexplained absences.
- Monitor daily attendance records and investigate attendance discrepancies.

- Maintain attendance records within Compass.
- Monitor and record student late arrivals.
- Escalate attendance concerns to the Wellbeing Team and Leadership Team as required.

Enrolment Administration

- Support student enrolment processes.
- Prepare enrolment documentation and parent communications.
- Monitor enrolment enquiries and coordinate required appointments.
- Provide administrative support to prospective and newly enrolled families.

Parent and Community Communication

- Communicate effectively with parents/carers regarding attendance, enrolment and engagement matters.
- Schedule meetings relating to attendance, engagement, behaviour and Student Support Groups (SSGs).
- Prepare Compass Newsfeed communications.
- Prepare letters and correspondence as required.
- Send enrolment confirmations and related documentation.
- Distribute information regarding curriculum days and school events.

Administration and Team Support

- Develop and maintain work instructions and administrative procedures.
- Maintain accurate and confidential student records.
- Provide administrative assistance across the school as required.
- Undertake additional duties consistent with the classification and experience of the position.

First Aid and Sick Bay

- Provide first aid assistance within the school First Aid/Sick Bay area where trained and authorised.
- Maintain accurate records of student visits and incidents.
- Communicate with parents/carers regarding student illness or injury as required.

General

- Take reasonable care for personal health and safety in the workplace and that of others.
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organisation.

Core Competencies (Qualifications, Skills and Experience)

Essential

- Demonstrated administration and organisational skills.
- Strong verbal and written communication skills.
- Ability to build positive relationships with students, families and staff.
- Experience managing confidential records and information.
- High level of attention to detail and accuracy.

- Ability to work independently and prioritise workloads.
- Competent computer skills, including Microsoft Office applications.
- Commitment to child safety and student wellbeing.
- Demonstrated ability to manage sensitive conversations with empathy and professionalism.

Desirable

- Previous experience in a school environment.
- Experience using Compass or other student management systems.
- Knowledge of school attendance requirements and engagement strategies.
- Current First Aid qualification.
- Experience working with diverse student cohorts and families.

Licensing and Administrative Requirements

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Current Working with Children Check.
- Commitment to Child Safe Standards.
- Completion of mandatory organisational training.

Acknowledgement

I have received, reviewed and fully understand the position description for Attendance and Engagement Officer. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME	SIGNATURE	DATE