

# JOB DESCRIPTION

<b>JOB TITLE</b>	Enforcement Administrator
<b>GRADE</b>	Band E
<b>REPORTING TO</b>	Enforcement Officer
<b>JD REF</b>	BUS0131G

## PURPOSE

Provide administrative support to the Wirral Attendance Service who provide a service to improve attendance levels in Wirral through support and challenge to school attendance staff enabling them promote whole school attendance, address individual pupil absence and where necessary advise on legal interventions.

## MAIN DUTIES AND RESPONSIBILITIES

1. Responsible for the operation of the Wirral Attendance Service office, including dealing with enquiries from the public, schools, Council colleagues, and other agencies, both on the telephone and in person (particularly in relation to Education Penalty Notices.
2. Act as liaison officer with other sections of Children's Services and with other agencies (e.g. Social Care, Health, Police, Probation, Magistrates' Courts, etc.)
3. Complete all administration duties regarding the issuing and administering of Education Penalty Notices, School Attendance Orders, and Education Supervision Orders, in relation to school attendance. This also requires inputting relevant data with speed and accuracy to meet all deadlines.
4. Attend and participate in team meetings, including ensuring appropriate minutes of meetings are taken as required including Team Meetings.
5. Responsible for accessing, filing and helping to manage the Wirral Attendance Service databases and case records in accordance with Council policy. Also responsible for making checks on Liquid Logic in relation to children and families.
6. Support the Enforcement Officer to implement a system to check the impact on attendance of individual students who are subjects of an Educational Penalty Notice for unauthorised absence or a prosecution.
7. Assist the Enforcement Officer in the development and operation of systems to track and report on school attendance including the attendance of vulnerable groups of pupils.
8. Provide support for peer reviews, audits and Ofsted Inspections as necessary. This will also include responding to Freedom of Information Requests.



9. Work collaboratively with other Administration Team members to deliver a seamless service and provide reciprocal cover, including reception cover, as required.
10. Work to the required standards of Safeguarding within Wirral Council.
11. Ensure Wirral Attendance Service meets its requirements with regard to the Data Protection Act 2018 and any subsequent data protection legislation.

## **ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS**

### **Qualifications:**

- Appropriate educational qualifications to at least Level 3 in Literacy and Numeracy.
- Relevant IT and word processing qualifications [e.g. CLAIT and ICDL].

### **Knowledge & Skills:**

- Excellent written and verbal communication skills.
- Demonstrate appropriate IT skills e.g. use of Excel and database packages.
- Excellent organisational skills including prioritising work and meeting deadlines.
- Ability to work independently and as part of a team.

### **Experience:**

- Experience of working with IT packages including Excel and databases.
- Experience of working in an administration role in an educational, children's services or local authority setting.
- Experience of working within a team and dealing with enquiries from the public.
- Experience of working with a range of partner agencies in a professional capacity.

## **DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS**

### **Knowledge & Skills:**

- Knowledge of education, school and legal systems.
- Knowledge of current legislation in relation to enforcement for school attendance.
- Excellent interpersonal skills.
- Managing situations of conflict.
- Dealing with sensitive issues.
- Working within corporate procedures and liaising with HR.
- Managing petty cash, dealing with budgets and operating within financial systems including requisitioning items and assigning budget codes.
- Minute taking.

**Experience:**

- Liaising with school staff, Police, Social Care, Health and other agencies.
- Working in educational settings.
- Working with the public and dealing with enquiries.
- Experience of developing and managing systems.

## **ADDITIONAL INFORMATION**

The postholder must be able to travel across the borough and work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

**DATE OF APPROVAL: 01/05/2019**

**APPROVED BY: HEAD OF SERVICE**