

Attendance Officer Grade E

Monday to Friday 8.30am to 4.00pm – Term time only.

Applicant Recruitment Pack

Sefton is a really great place to live and work

Welcome

Dear Candidate,

We would like to thank you for your interest in our Attendance officer post within Sefton Council's Complementary Education Service.

We are looking to appoint an Attendance Officer to work alongside our pastoral team and Sefton School Attendance Officers. You'll play a key role in supporting our pupil's attendance at Pinefield Centre. The post requires a degree of flexibility and the ability to prioritise work

The role will be for 35 hours per week (7 working hours per day) from Monday to Friday. The role will involve working with both children and parents/carers directly and also connecting them to any external support that is available.

Candidates will be expected to demonstrate excellent verbal and written communication skills and have a sound knowledge of basic computer software packages such as Word and Excel,

For a full list of duties, please see the job description and person specification which are included in this pack.

If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Kind regards

Rachael Clague
Acting Service Lead Complementary Education Service



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- Opportunities for professional development
- A role where your work makes a real difference across the organisation.
- A strong commitment to equality, diversity, and inclusion.

Annual Leave and Work-Life Balance

Learning, Development and Career Progression

- A comprehensive induction programme.



- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).



About the Role

The Complementary Education Service Supports schools in ensuring statutory educational provision for pupils who cannot attend school in the usual way. This may be due to medical illness, pregnancy or emotional and psychological difficulties.

Teaching is provided within our teaching base in the centre of the borough (Formby) and through provision of home tuition and online learning packages.

We work in partnership with outside agencies including CAMHS, Health partners and Social Care. The Service supports schools in raising the levels of achievement, attendance and participation for vulnerable groups to enable them to engage in appropriate learning opportunities with a view to reintegrating with their mainstream or specialist settings.

Job Requirements:

To start: As soon as possible

Contract type: Permanent,

We are looking to recruit an Attendance Officer – (Monday to Friday term time only 8.30am to 4.00pm) at Pinefield Centre.

Due to the nature of the work the above post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and relevant care/safeguarding legislation and appointment will only be confirmed if a satisfactory Enhanced Disclosure is obtained from the Disclosure and Barring Service. The Prohibition of Teachers List will also be checked. Please note that in line with Keeping Children Safe in Education requirements, online searches will be undertaken for all shortlisted candidates.

JOB PURPOSE

- To work alongside key staff and the Early Help/School Attendance Service, at Pinefield to reduce levels of unauthorised absence and under the direction/guidance of senior staff to promote whole service attendance strategies and to work with pupils and families to improve levels of attendance.
- To contribute to raising attainment and achievement by improving attendance.
- To provide (home/Service link) support for the service in meeting their obligations and attendance target, including persistent absence.



- To promote positive attitudes to pupils and families towards education and to ensure that parents/carers are made fully aware of their statutory responsibilities.
- To make daily unsupervised contact (First day response) with families to assess the reasons impacting on the attendance of individual pupils.
- To establish and develop a professional service to support the service in raising attendance.

MAIN DUTIES AND RESPONSIBILITIES

- Completion of termly register reviews
- To work on strategies to promote the regular attendance and punctuality of pupils across Pinefield as per our Service Attendance policy
- To assist with the identification of pupils who will receive support in improving their attendance record.
- To undertake daily 'first day response' within the service and report to pupil's home schools.
- To make unsupervised contact with families in response to allocated referrals i.e. home visits and /or meetings in school or at Pinefield.
- To establish the reason for non- attendance, make assessments and agree a plan of action for facilitating a return to Pinefield using appropriate strategies within specified timescales.
- To be fully aware of, and carry out all work, in line with Child Protection Procedures.
- To keep clear and concise records of all home visits, discussions/conversations, plans and time frames.
- To use IT systems to produce reports, often to tight timescales, using word processing and record information including statistical data.
- To manage and prioritise your own workload in line with service priorities.



- To acquire and maintain a working knowledge of the statutory framework relating to school attendance, child employment, child protection and special needs in order to be able to offer informed advice to parents/carers, and all stakeholders.

General Requirements.

- Adaptable, imaginative, creative and flexible in approach to the work
- Self-motivating and the ability to identify your own training needs and a willingness to attend relevant training courses or other training.
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
- To comply with individual responsibilities, in accordance of the role, for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the Services' Equal Opportunities Policy.
- To ensure compliance of GDPR at all times.
- The duties above are neither exclusive or exhaustive and the post holder may be required by the Service Lead to carry out appropriate duties within the context of the job, skills and grade.

The Inclusion Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Friday 2nd October 4.00pm** (or earlier in the event of high volume of applications being received).

Provisional interview date is **Friday 16th October 2026**

Visits to Pinefield Centre are welcomed, visits are being held on Thursday 24th September 4.00pm and 5.00pm, Friday 25th September at 9.30am and Wednesday 30th September 4.00pm. To book, please contact us on 01704 395 945 or email Sharon.Edwards2@sefton.gov.uk

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Person Specification

Post: Attendance Officer Term time only Grade E – Actual salary £22,420

Directorate: Education Excellence

Location: Pinefield Centre Gores Lane Formby

Division: Complementary Education Service

Grade: E – 35 hours per week term time only.

Reporting to the Teacher in Charge and Service Lead for Complementary Education.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



PERSON SPECIFICATION

Post: Attendance Officer Grade E

Department: Education Excellence Pinefield Centre

Personal Attributes Required	Essential or Desirable	Method of Assessment
<u>Qualifications / Training</u> • Level 3 qualifications in Numeracy/maths and Literacy/English or equivalent qualification. • The ability to write a good standard of literacy to include excellent report writing skills • NVQ level 3 in Administration or equivalent qualification or experience • Driver's Licence and access to a vehicle. • Experience of working in an education setting with key stage 3 and 4 pupils for at least 2 years.	E E D E E	A/I/C A/I A/I A/I
<u>Knowledge and understanding</u> • Experience of clerical/administrative work • Knowledge of relevant policies/codes of practice and an awareness of relevant legislation pertinent to Attendance and safeguarding • An awareness of inclusion, especially within a school setting. • Demonstrate an understanding of issues that may affect a pupil's ability to attend school • Working with children, young people, parents/carers and families within an educational context. • Demonstrates a non-judgemental approach to values, views and the needs of others. • Keeps up-to-date on changes/new developments in own and other areas of the service's activities and their impact on the service's performance. • Supports the change process, remains positive during times of change. • Proactively cooperates with others and highlights potential problems in a positive and supportive way.	E D E E E E E E E E	A/I A/I A/I A/I A/I A/I A/I A/I



- Is able to share skills and knowledge with colleagues and has a willingness to remain proficient as the technological needs of the service change - Ability to build and maintain successful relationships with pupils and adults, treating them consistently, with respect and consideration. - Ability to work collaboratively with colleagues both within the service and other agencies.	E	A/I
	E	A/I
	E	A/I
<u>Skills / Knowledge / Aptitude</u>		
- Ask open questions and ensure that there is no confusion or ambiguity to the listener. - Appreciates other people's point of view and encourages and respects views that are different from own. - Is able to use and understand the purpose of Information Communication Technology and is able to use it for routine and pre-set purposes - To ensure compliance of GDPR at all times.	E	A/I
	E	A/I
	E	A/I
<u>Special Requirements</u>		

Service: Education Excellence

Section: Complementary Education

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

Prepared by: Rachael Clague

Date: 7th September 2026

