

boomsatsuma

Post Title

Attendance and Education Administrator

Location

Central Bristol Office

Salary

£20,000 - £22,000 per annum

Contact Type

Full Time, 37.5 hours per week

Line Manager

Admissions and Communications Manager

Working Hours

Full time with flexibility to support organised college open events outside of normal hours

Job Purpose

- To work collaboratively with the wider student services team to utilise effective processes which promote early intervention and ongoing systems for monitoring student engagement, attendance and retention.
- Contribute to raising achievement by improving attendance and assisting boomsatsuma in meeting their targets in relation to school attendance.
- To ensure clear processes are followed for all students requiring exam access arrangements and administration relating to this is completed within expected time frames.

Key Responsibilities**Front of House**

- Greet and welcome students, staff, and visitors in a friendly and professional manner.
- Respond to inquiries, providing accurate and helpful information about the college's programs, services, and facilities.
- Handle telephone calls, emails, and face-to-face interactions, addressing queries and directing them to the appropriate departments or individuals.

- Maintain a well-organised and presentable front desk area, ensuring it reflects a positive image of the college.
- Manage visitor sign-in procedures, issue visitor badges, and maintain visitor logs.
- Coordinate and schedule appointments, meetings, and room bookings as requested.

Attendance:

- To cover the attendance line at two key points of the day where lessons begin, in order to assist students and parents where required.
- To follow up on missing registers and marks on a daily basis.
- To ensure that the attendance data is accurate and up to date for the college census
- To maintain a weekly attendance spreadsheet which includes up-to-date information on course attendance.
- To provide a snapshot of attendance trends across the college.
- To send college attendance letters/emails to parents/carers in line with agreed protocol, to those whose attendance is below the required standard.
- To advise boomsatsuma on strategies to promote the regular and punctual attendance of all students and assist with the implementation of the strategies.
- Follow up communication to parents/carers to establish reason for absence, referring any vulnerable students or complex/persistence cases onto the Student Engagement Coordinator for further intervention.
- In cases of poor college attendance due to welfare issues, be proactive in assessing the situation and liaising

Exam Access Arrangements Administration

- Under the supervision of the Learning support team you will take a lead role on ensuring exam access arrangements are in place for students as required across multiple exam series throughout the academic year.
- To work with external stakeholders to gather information/evidence to support EAA applications e.g. feeder schools, healthcare professionals, educational psychologists etc.
- To work in partnership with college teaching staff to establish any EAA needed and ensure individual referral forms are completed by staff.
- To liaise with our partnership school to ensure exam entries and EAA are processed and recorded within identified deadlines.
- To maintain high standards of record keeping and auditing to ensure accurate paperwork is available for JCQ inspection.
- To update centralised data for tracking and holding information regarding individual student's EAA requirements.