



JOB DESCRIPTION

Job Title :	Retention Officer
Department:	English and Maths
Grade:	Administration and Support
Directly Responsible to:	Head of English and Maths

Purpose of Job:

To support the English and maths curriculum areas in relation to attendance monitoring and reporting, ensuring that registers are accurately maintained and attendance monitored.

To work alongside the Head of Area to improve attendance levels.

Main responsibilities and duties:

1. Record learner absences in line with the College absence notification process and reasons for absence.
2. To report on register completion.
3. To generate and interpret attendance statistics, creating data reports.
4. Work proactively with curriculum staff at all levels in the department to ensure attendance is accurately recorded and monitored.
5. To work alongside the Learning and Development Mentors to plan and implement strategies that will improve the attendance and attainment of learners.
6. To produce and send letters, emails, texts regarding lateness and attendance.
7. To liaise with Head of Area, Curriculum Leaders and Lecturers regarding attendance issues and arrange meetings as appropriate.
8. Telephone parents/carers.
9. Work with spreadsheets, databases and other data sources as required.
10. Proactively liaise with staff and respond in an efficient and professional manner to all issues relating to a wide range of register issues.
11. To assist with the resolution of day-to-day queries from academic and support staff whether by telephone, electronic mail or face-to-face.
12. To monitor and record late arrivals and explanations given.
13. Any other duties as he/she may from time to time be instructed to carry out providing that such duties are commensurate with their grading.
14. The post holder will be expected to comply with any rules and regulations which the Corporation may from time to time issue to ensure the efficient operation of its business and the welfare and interests of its students and employees.
15. To actively promote and embed equality and diversity within the College.
16. To actively contribute to the College's safeguarding children and vulnerable adult agenda.

17. In carrying out their duties the appointee must:
- A) Comply with Health and Safety Regulations
 - B) Be aware of the College statement on Health and Safety

Place of Work

The post holder will be based at Deane Road, however due to the nature of the post the post holder may be required to work at any premises at which it may from time to time provide services including all Community locations.

Working Hours

The post holder will be expected to work 37 hours per week.

A certain amount of flexibility is therefore required of the post-holder, whose work pattern may vary from time to time involving work on an evening or some other time outside the stated pattern as part of the working week. Intended variations to work patterns would be notified as soon as possible. In normal circumstances where you work beyond your contracted number of hours, time off in lieu may be given.

Training

The College wishes to encourage support staff to increase their skills and qualifications, for the benefit of the individual and the College. The post-holder may therefore, at the discretion of management, be required to undertake training and development appropriate to present and future needs of the College.

All staff will be required to participate in an appraisal.

Job Description Prepared by : Director of 14-19

Date: September 2017