

<b>Job Description</b>	
Job Title:	Attendance Officer
Responsible to:	Data and Attendance Manager / Behaviour Lead
Hours:	Up to 37.5 hours per week
Pay Scale:	To be discussed based on experience
<b>Main Duties:</b>	
<p>We are seeking an Attendance Officer to join our team at Bridge Training. This role provides essential administrative, data, and coordination support to monitor and improve learner attendance and punctuality across the organisation. The Attendance Officer will maintain accurate records, follow up absences, identify trends, and work closely with learners, staff, and parents/carers where appropriate to remove barriers to engagement and ensure learners receive the support they need to attend consistently and achieve their full potential.</p> <p>Bridge Training is not your typical education provider. Since 1989, we've created alternative educational pathways for young people across Gloucestershire who may not thrive in mainstream settings. Our focus is on rebuilding confidence, re-engaging learners, and delivering real, impactful change through:</p> <ul style="list-style-type: none"> <li>• Vocational training</li> <li>• Functional Maths and English</li> <li>• Small class sizes and tailored learning</li> <li>• Supportive, flexible teaching environments</li> </ul> <p>You will also champion Bridge's ethos of holistic, person-centred learning, and work with learners who may have complex personal barriers, including social, emotional, and mental health (SEMH) needs.</p> <p>We're looking for someone who:</p> <ul style="list-style-type: none"> <li>• Has strong administrative experience, ideally within education, training.</li> <li>• Demonstrates excellent organisation, communication skills, and confidence using digital systems.</li> <li>• Understands processes, confidentiality requirements, and safeguarding expectations.</li> <li>• Works effectively both independently and as part of a collaborative team.</li> <li>• Is reliable, committed to learner success, and willing to undertake further training and development.</li> </ul> <p>At Bridge Training, you won't just be taking on a job—you'll be becoming part of a team. You'll have the opportunity to:</p> <ul style="list-style-type: none"> <li>• Make a genuine difference in the lives of young people</li> <li>• Work within a values-led organisation where students come first</li> <li>• Shape inclusive practices and help others grow</li> <li>• Join a collaborative and supportive team that believes in change</li> </ul>	

### **Please note**

This post is considered as Regulated Work with vulnerable children and/or protected adults; therefore, Bridge Training follow a Safer Recruitment Policy and process, **this appointment will be conditional on successful pre-employment and enhanced DBS checks. You will be required to sign up to the DBS update service (fee reimbursed).**

If you have spent more than 3 months working or living outside the UK in the last 5 years, then you will be required to present a copy of an overseas criminal record check. Details of how to apply and contact details can be found on the GOV.UK website.

We do not accept CVs, and we do not accept CVs by post or email. All our vacancies must be applied by completing an application form via [nicki.price@bridgetrainingltd.co.uk](mailto:nicki.price@bridgetrainingltd.co.uk)

Bridge Training Ltd is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

### **Responsibilities**

- In partnership with the Teaching Partners, contact learners (and parents/carers where appropriate) on the first day of absence to confirm the reason and expected return date.
- Ensure registers are completed accurately and on time and maintain records on relevant systems
- Identify patterns or concerns in attendance/late arrival and escalate
- Produce and maintain attendance reports (weekly, monthly, and by agreed attendance percentage brackets), highlighting trends and areas of concern.
- Identify learners at risk of withdrawal/removal or requiring attendance meetings and escalate in line with procedures.
- Prepare and issue attendance letters, warnings, or contracts in line with staged procedures.
- Attend all attendance meetings with the Attendance Lead, accurately minute/log discussions, and record agreed targets, improvement plans and actions on ProMonitor
- Support and attend home visits with the Attendance Lead when meetings cannot reasonably take place onsite.
- Complete follow-up actions from meetings, including informing relevant staff, updating records, and completing referrals or required documentation.
- Liaise with staff, learners, and external agencies where needed to remove barriers to attendance.
- Maintain accurate, confidential files and ensure compliance with funding, audit, and Ofsted requirements.

- Contribute to a positive attendance culture through clear communication and learner engagement.
- Undertake other duties aligned to supporting learner attendance and participation as required.
- Communicate last-minute closures or cancelled lessons promptly to learners and parents/carers.
- Carry out meet-and-greet sessions with learners to support engagement and reinforce attendance expectations.
- Provide reception cover and general front-of-house support as required.
- Assist with open events, tours, inductions, and other learner recruitment/onboarding activities.

### **General**

- Promote a safe, respectful, and inclusive working environment for students and staff, in line with Health & Safety regulations, the Code of Conduct, Safeguarding protocols, Data Protection (GDPR), and the Equality Policy. Ensure high standards of housekeeping are maintained throughout the provision.
- Ensure full compliance with Health & Safety procedures, including weekly fire alarm tests, biannual fire evacuation drills, and the proactive identification and mitigation of hazards (e.g. slips, trips, and falls), in accordance with Bridge Training's risk assessments.
- Actively participate in Bridge Training events, including parents' evenings, open days and careers events, to support learner engagement and progression.
- Demonstrate a commitment to continuous professional development by actively engaging in lifelong learning and seeking opportunities to enhance personal effectiveness and subject knowledge.
- Undertake any other reasonable duties as required, both at the primary place of work and across other Bridge Training locations. Over time, the responsibilities of this role may evolve; any changes will be made in consultation with the post holder and reflected in a revised job description. The company's appraisal process will serve as the formal mechanism for reviewing and updating this document.

The post holder will also undertake such other duties as may reasonably be required at the initial agreed place of work and other locations. In time the job may change and in consultation with the post holder, the job description will be revised and issued, as necessary. The appraisal process in place in the company will be the mechanism for instigating discussions and subsequent amendments to this document.

### **Benefits and Rewards**

- Staff laptop
- Training and professional qualifications opportunities
- Small classes with specialist support
- Matched contribution pension scheme (Peoples Pension)
- 35 days holiday (+ bank holidays) per annum, with extra days given at Christmas.
- Free monthly car washing service
- Christmas and Easter closure period

- Team building events & paid Christmas Lunch
- Free and confidential advice, information, and counselling service
- Free on-site parking is available where space permits; however, the car park is primarily accessible at weekends
- Family friendly policies including compassionate leave, doctors and dental appointments.

## Person Specification

### Essential

- GCSE English and Maths at grade 4/C or above (or equivalent).
- Competent IT user with confidence in Microsoft/Google systems.
- Previous experience in an administrative or coordination role involving accurate record keeping.
- Experience of working with young people/learners and/or parents/carers in a professional setting.
- Experience producing reports or working with data (e.g., attendance, punctuality, engagement).
- Experience working within procedures, deadlines, and confidentiality requirements.
- Understanding of the importance of attendance in learner outcomes and safeguarding.
- Awareness of professional boundaries, confidentiality, and GDPR.
- Strong organisational skills with the ability to manage multiple tasks and deadlines.
- Accurate data-entry and attention to detail, including confident use of tracker systems.
- Ability to write clear reports and maintain logs/records to a high standard.
- Confident communicator, able to speak with learners, parents/carers, and staff in a calm, professional way.
- Ability to handle sensitive or challenging conversations with tact and discretion.
- Able to attend meetings, take clear minutes, and action follow-up tasks promptly.
- IT confident, able to use systems such as ProMonitor
- Flexible and proactive, willing to support reception and events when needed.
- Professional, reliable, and consistent in applying procedures.
- Approachable and supportive, with a learner-centred mindset.
- Resilient and able to remain calm under pressure or in busy periods.
- Team-focused, with the confidence to follow through on actions and challenge non-attendance appropriately.
- Willingness to travel for home visits when required
- Willingness to work flexibly to meet learner and service needs.
- Commitment to safeguarding and promoting the welfare of learners.

### Desirable:

- Relevant admin, education, or safeguarding-related qualification/training.
- First Aid or safeguarding training (or willingness to complete).
- Experience attending meetings, taking minutes, and following up actions.
- Experience of reception/front-of-house duties.

- Experience supporting events (open days, inductions, tours).
- Knowledge of OFSTED expectations or audit/funding requirements linked to attendance.
- Understanding of SEND and how this may affect attendance and learner engagement
- Ability to analyse attendance patterns and spot emerging concerns early.
- Experience using MIS/attendance systems or similar digital platforms
- A strong interest in improving learner engagement, wellbeing, and participation.