



Westhoughton  
HIGH SCHOOL

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# Application Pack

Attendance Officer

Support Staff

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Westhoughton  
HIGH SCHOOL

# Letter from the Headteacher

Dear Potential Colleague,

Thank you for expressing an interest in joining Westhoughton High School. Within this pack you will find information about the school, job vacancy and the application process. Application processes are two-way, it is just as important that you find out about us, and how we work, as it is that we find out more about you.

We are a large 11-16 school that draws from a diverse catchment area in and around Westhoughton. Our aim is to be truly inclusive and ensure that learning comes first for all our learners – every child, every classroom, every day. Everyone who works here shows commitment to our LEARN values – they are not just words on a website or flying on flags at the front of our school. They are our daily mantra for what we do, and how we do it.

- Look after each other
- Enjoy school
- Aim High
- Respect one another, ourselves and our community
- Never stop learning

When I arrived for interview to be Headteacher I could feel the sense of community and belonging as I walked down the drive. Coming to school here, and working here, means something. If you are thinking of applying for this post it is wise to look at our website and undertake some research on our school, but more than that, I urge you to come and visit us. This is the only way that you will really know if we are the right school for you.

I wish you every success with your application and thank you in advance for the interest you have shown in our school community.

Yours faithfully,

Mr N S Coe

Headteacher



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## Department profile

### Welcome from Mr J Bond, Business Manager

Support staff are the backbone of our school; they keep the school running both inside and outside of the classroom to benefit teaching and learning and help maximise the experiences of our learners.

Every member of support staff plays a pivotal role in making a difference and we are truly inclusive; all staff are equally valued within our school community, and we all look after each other.

Our support staff team consists of 60 people, forms around 42% of our workforce and is made up of the following teams:

- Administration, Data & Finance
- Behaviour & Pastoral Support
- Facilities Management
- IT Support
- Learning Cover Supervisors
- Learning Support Assistants
- Student Support Leaders
- Technicians

All our teams work together to ensure the best outcomes for our learners.

If you enjoy working as part of a team and want to play a part in ensuring every child meets their full potential, you would be a welcome addition to our school community where every day is different!



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# Getting to know our school

## LEARN values

Our LEARN values are our daily mantra. We are by no means perfect but work hard every day to exemplify what our values mean to our school community and how they support our learning.



## Community

Our community is central to the work that we do here. Our school badge carries two symbols from our community heritage – a cow's head and the Pretoria Pit wheel. A quick google of our town will tell you the stories that sit beneath these symbols. These symbols were chosen by our learners when the school uniform was redesigned several years ago. The cow's head reminds us to think differently and own our decisions, the pit wheel is a nod to a unique community that have always worked hard and looked after each other.

We are incredibly proud of our work within and beyond our school community. If you choose to visit us, you will hear about the work of our Anti-Bullying Ambassadors and our Kindness Army. Our community campaigns "Let's Share Christmas" and "Bring the Spring" are always incredibly successful and are known throughout the town.



## Staff Wellbeing

“Never Stop Learning” applies to staff and learners alike. We invest in staff development through a shorter teaching day each Wednesday. Learners leave the school site at 2:15pm to allow for professional learning of all colleagues in school.

Our staff wellbeing includes:

- An Employee Assistance Programme
- A Health Care Cash Plan
- Secret Buddy Society & Secret Santa
- Cover Plus Initiative (leading to time off in lieu)
- Access to support services (counselling)
- Wellbeing Wednesdays (early finish, no CPD)
- Late Start / Early Dart draw for 100% termly attendance
- Duvet Days for long service

## Ofsted

We were last inspected on 10<sup>th</sup> and 11<sup>th</sup> May 2023, the outcomes for each category of the inspection matched with our self-evaluation. Safeguarding was highlighted as a particular strength of the school. We are pleased to see that the report included recognition that most of our students enjoy coming to school, feel safe and engage well with the curriculum. Inspectors were impressed by the personal development of our young people and their contribution to the wider community. The expertise of the staff body, and their subject knowledge also stood out.

There is much in the report that learners, staff, governors and parents should be justifiably proud of. The report includes the following highlights:

Ofsted said:

- Pupils work hard to support their local community.
- Leaders have ensured that pupils have a broad choice of subjects to study.
- Leaders provide pupils with appropriate support and guidance, so that they choose subjects that match their talents.
- Leaders have high expectations for pupils’ achievement.
- The curriculums that underpin pupils’ personal development have been carefully designed.
- Pupils involve themselves with extra-curricular clubs and enjoy the range of activities on offer.
- The school’s Safeguarding Team offers effective support to help pupils to stay safe in school and to support their varied needs.





## School Improvement

We are proud of improvements made to the curriculum, teaching and behaviour since our last inspection. Last academic year (2023-24) we worked on “Routines, Relationships & Reading”. This has been the bedrock for our improvement work.

This year (2024-25) we continue to embed “the three R’s” and have also commenced work on “Attend, Adapt, Assess”. This year there is a focus on ensuring that the classroom environment is welcoming and inclusive for all, provides learners with activities and strategies to meet their individual learning needs and includes strong formative assessment that enables teachers to know that everyone understands and is learning well. Keeping school improvement clear and streamlined is part of our staff wellbeing strategy.



## A final word from Phomolo and Ellis

It is our pleasure to give you a glimpse into what makes our school such a special place. At Westhoughton High, we pride ourselves in fostering a respectful and welcoming environment which is apparent from the moment you walk down our drive. As learners, we are encouraged to not only immerse ourselves in the school community, but also in the wider community. The charity campaigns are not only teacher led, but student led too. We have first-hand experience of this through ‘Lets Share Christmas’ and ‘Bring the Spring’ last year. This is one of our many favourite experiences at this school, because we love giving back to our community and building trust in the area that we live.

Collectively, we know the importance of creating strong relationships with staff and understand it is an essential part to succeeding in high school. The teachers at our school are genuine, easily accessible and are always willing to help.

LEARN is the forefront motto here at Westhoughton High School, which Mr. Coe ensures we do not forget! But if you ask us, every student: ‘Looks after each other’; ‘Enjoys our school’; ‘Aims high’; ‘Respects our school community’ and most importantly ‘Never stops learning’!



*Phomolo & Ellis, Head Girl & Head Boy (2024/2025)*





# Job Description

## Attendance Officer

**Salary:** GRADE E SCP 11-17 (previously Grade 5)

**Hours:** 37 hours per week, term time plus one week (5 days)

### The Purpose of the Job:

To ensure high levels of attendance and punctuality are secured for all students

### Responsible to:

Business Manager / Deputy Headteacher

### Principal Responsibilities:

To ensure that attendance is monitored on a daily basis and to take relevant actions to raise attendance across all year groups

To monitor and record late arrivals

To provide administrative support for the school

### Main Duties

#### To undertake the following duties in respect of attendance and punctuality;

- Ensure all students' attendance is monitored on a daily basis and take relevant actions to raise and highlight levels of attendance across the year groups
- Support with students arriving late to school including late patrols
- Ensure that registers for lessons are completed promptly and accurately and alert appropriate staff to any incidences of internal truancy
- Co-ordinate and, where appropriate, support with the completion of home visits to welfare check students not attending school. Ensure all daily visits are evidenced and recorded through appropriate systems and communicate any safeguarding concerns immediately to appropriate staff
- Ensure a swift first day response to issues and take actions to support staff and students with issues
- Monitor the attendance of the identified vulnerable student's cohort and prioritise alerting appropriate staff/agencies of any concerns
- Triage communications with parents/carers for issues relating to attendance and ensure that information is recorded accurately and is efficiently relayed to relevant staff
- Update records for attendance with key messages and to maintain accurate records of actions taken, monitoring individual and cohorts of students
- Ensure action plans are in place for key students and liaise with key staff and stakeholders, including parents, on progress
- Incorporate creative rewards for year groups and individuals to incentivise and reward for improvements and maintaining high attendance
- Liaise closely with the wider pastoral team to highlight progress and raise concerns
- Use data systems to highlight trends, analyse trends and take action where appropriate
- Develop and produce reports to track and monitor attendance and punctuality
- Contact parents to inform them about lates, detentions and attendance issues
- Establish and maintain fair, respectful, trusting, supportive and constructive relationships with young people and their families
- Liaise with the Designated Safeguarding Leads to inform them of any issues of concern



- Work alongside the Designated Safeguarding Leads, Student Support Leaders, Family Liaison & Safeguarding Officer and Attendance Intervention & Support Officer to support identified students and their families in improving their attendance or preventing attendance deteriorating
- Keep detailed, accurate and secure written records

## **Additional duties**

### **To undertake the following duties in respect of administrative work:**

- To act as the professional face of the school in terms of its ethos and values, filtering incoming communications for the Headteacher, SLT and the wider team
- To answer the telephone and deal with face-to-face enquiries from parents, visitors and students
- Update student data on Arbor to maintain accurate up to date records
- Communicate with parents using the schools preferred communication methods
- Support teaching staff by typing letters, photocopying and with arrangements for school events
- Provide back up for other members of the admin team as and when required

## **Support for the school**

- Comply with school policies and procedures relating to child protection, health, safety and security, confidentiality, GDPR and data protection. Report all concerns to the appropriate person (as named in the policy)
- Be aware of and support difference and ensure all students have equal access to opportunities to learn and develop
- Contribute to the school ethos, aims and development/improvement plans
- Attend and participate in regular meetings as required
- Participate in training and other learning activities as required

The post holder will be required to dress and act at all times as an example to the students within the school and to create a professional image for parents and other visitors.

**Customer Care** -To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered.

**Develop oneself and others** -To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others

**Valuing Diversity** -To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan

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

**The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.**

Date Job Description prepared/updated: September 2025

Job Description prepared by: Business Manager





# Person Specification

**School** - WESTOUGHTON HIGH SCHOOL

**Job Title** - ATTENDANCE OFFICER

**STAGE ONE** Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
<b>1. Skills and Knowledge</b>		
1.1	Effective use of ICT packages including Office 365, Arbor and CPOMS	Application Form/Interview
1.2	Knowledge and understanding of relevant school policies, codes of practice and legislation	Application Form/Interview
1.3	Knowledge of strategies to raise standards of attendance and punctuality	Application Form/Interview
1.4	Ability to communicate well and build good relationships with students, parents and colleagues	Application Form/Interview
1.5	Ability to promote a positive ethos and be a positive role model	Application Form/Interview
1.6	Ability to self-evaluate learning needs and actively seek learning opportunities	Application Form/Interview
1.7	Work constructively as part of a team, understanding school roles and responsibilities and own position within these	Application Form/Interview
1.8	Ability to deal with confidential information sensitively and appropriately	Application Form/Interview
1.9	Good organisational and record keeping skills	Application Form/Interview
1.10	Good oral and written communication skills	Application Form/Interview
1.11	Good working knowledge of GDPR and data protection	Application Form/Interview
1.12	Excellent time management skills and punctuality	Application Form/Interview



<b>2. Experience/Qualifications/Training etc.</b>		
2.1	Good literacy and numeracy skills	Application Form
2.2	English and maths grade C or above at GCSE or equivalent	Application Form
2.3	Experience of working in an educational setting	Application Form/Interview
2.4	Minimum Level 1 safeguarding training completed	Application Form/Interview
2.5	Willingness to participate in relevant training and development opportunities	Application Form/Interview
2.6	Experience of following procedures and instructions	Application Form/Interview
2.7	Experience of establishing and maintaining accurate records	Application Form/Interview
2.8	Experience of dealing with parents and carers	Application Form/Interview
2.9	Experience of implementing strategies to improve attendance and punctuality	Application Form/Interview
<b>Work Related Circumstances</b>		
3.1	High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	Application Form/ Interview
3.2	Ability to build and maintain successful relationships with young people, treating them consistently with respect and consideration and to demonstrate concern for their development as students	Application Form/Interview
3.3	Demonstrate and promote the positive values, attitudes and behaviour expected from the students	Application Form/Interview
3.4	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice	Application Form/Interview
3.5	Able to liaise sensitively and effectively with parents and carers recognising their role in students' learning	Application Form/ Interview
3.6	Ability to keep detailed accurate, secure, written records	Application Form /Interview
3.7	Able to attend meetings outside of normal working hours as and when required	Application Form/ Interview



### CORE ORGANISATIONAL COMPETENCIES

Please note the school's competencies, which are considered to be essential for all roles, are in the attached Core Competencies document.

Interview

### STAGE TWO

Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIRMENTS		METHOD OF ASSESSMENT
<b>1. Skills and Knowledge</b>		
1.1	Experience of a similar role in a school or other large organisation	Application Form/Interview
<b>2. Experience/Qualifications/Training etc.</b>		
2.1	Experience of working with vulnerable young people who have complex needs	Application Form/Interview
Note to Applicants:		
<b>Please try to show in your application form, how best you meet these requirements</b>		

**Date Person Specification prepared/updated**  
**Person Specification prepared by**

September 2025  
Business Manager



## Core Competencies

These core competencies are considered essential for all roles within this school. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.

**Developing Self and Others** - Promote a learning environment to embed a learning culture. Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development.

**Civil Contingencies** - Bolton Council has a statutory duty under the Civil Contingencies Act 2004 to respond in the event of an emergency. If the Emergency Management Plan is activated, you may be required to assist in maintaining key council services and supporting the community. This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality and Diversity** - Uphold the principles of fairness and the Equality Act 2010 in all undertakings as an employee of the school, including providing a fair, accessible service irrespective of customer's race, religion, gender, sexuality, disability or age.

**Customer Care** - The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring and professional image.

**Health and Safety** - Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality** - Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow school policies and procedures on dealing with personal information and information assets, including the Code of Conduct, Information Management, and ICT Acceptable Use. Personal or confidential data should only be accessed or used for school purposes.

**Fluency Duty** - Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required by the Immigration Act 2016.

**Working Hours** - The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding** - This School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure and Barring Service.



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## Application Process

Please download, complete and return the application form by the closing date specified. Candidates are asked to complete all the relevant sections of the application form and to submit a supporting statement, addressing the criteria listed on the person specification. This should be no longer than 2 sides of A4 paper. You may include examples from previous paid, unpaid or voluntary experience. CVs will not be accepted.

Please ensure that you provide a current email address and contact number with your application to ensure that we can get in touch with you. The completed application form should be emailed to: [info@westhoughton-high.org](mailto:info@westhoughton-high.org) or posted to:

Miss A Hodson, PA to the Headteacher,

Westhoughton High School, Bolton Road, Westhoughton, Bolton, BL5 3DN

For further details, please contact the school office on 01942 814122 or for additional information about the school please visit the website [www.westhoughton-high.org](http://www.westhoughton-high.org).

Whilst every effort has been made to explain the main duties and responsibilities of the post, you will be expected to comply with any reasonable request from a line manager to undertake work of a similar level that is not specified in this job description. Depending on the needs of the school, these may be altered from time to time in accordance with the conditions set out in the currently operating School Teachers' Pay and Conditions Document and relevant Governors' Policy Documents.

### Background Checks and Safeguarding Students

Westhoughton High School is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an Enhanced Disclosure and Barring Service check, medical clearance, satisfactory references, qualification checks and eligibility to work checks under the Asylum and Immigration Act.

The school is committed to safeguarding and promoting the welfare of children and young people and it expects staff and volunteers to share this commitment.

Thank you for considering Westhoughton High School and we look forward to receiving your application.

