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| JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Children Missing Education Tracking Officer

Proposed Grade: 6 Dept: People

Service/Section/Team: Admissions and Attendance

Reports to (title): Children Missing Education Coordinator

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| Purpose of the Role: |

Support the Children Missing Education Coordinator identifying and tracking children who are missing education including the maintenance of an accurate, up to date and secure database of children missing from education. This will also include, the monitoring of students on part-time timetables, attending alternative provision and pupils who were deregistered without a destination.

Use relevant systems to conduct research and investigations to track the child/family missing from education and ensure relevant data is made available to the CME to support its function.

Act as a point of contact for notifications and enquiries relating to Children of compulsory school age who are reported missing from education.

Set up, maintain and review processes and systems to ensure effective day to day operation of the service in accordance with relevant legislative and statutory requirements.

Work effectively as part of a team and actively contribute to the smooth running of the service.

Develop and maintain close collaborative working arrangement with services and partner agencies to deliver the Local Authority’s statutory responsibilities in the area of promoting and enforcing regular school attendance and child protection/safeguarding protocols.

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| Dimensions including Structure Chart: |

1. Budgetary Responsibility

 Although the post holder is not a budget holder but they have some budget monitoring responsibilities in relation to staff and training budgets

2. Structure Chart: (see below)

3. Number of direct reports:

 None.

4. Nature of reporting relationship between post holder and line manager

* Will meet regularly with line manager.
* Will participate in Enfield agreed process of performance management.
* Will keep line manager informed of delivery against agreed targets.
* Will provide data as required.

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| Key Accountabilities: |

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| **Accountabilities** | **Percentage of Time (%)** |
| **1 Service Development*** Conduct preliminary research and investigations to actively track the child/family missing from education. Liaise with other agencies and services to gather as much information as is necessary to track the children and help determine any appropriate interventions to facilitate a return to education. Make sure that all such activities are accurately recorded.
* Maintain an accurate, comprehensive, and secure database of children missing from education, recording all actions and interventions including referrals to other agencies, searches, investigations, home visits and outcomes, this will also include, the monitoring of students on part-time timetables, attending alternative provision and pupils who were deregistered without a destination.
* Work closely with managers and external partners to ensure an integrated strategic approach to operation of the service.
* Maintain a wide knowledge of policies, procedures and statutory legislation and to regularly update that knowledge in order to give correct service information, advice, and safeguarding guidelines underpin all aspects of the role.
* Deal effectively with all contacts from a wide range of people, using tact and discretion, assessing needs, and re-directing enquiries, where appropriate.
* Provide an accessible customer focused service and effectively engage with challenging people and situations.
* Organise meetings including the preparation of agendas, taking, and circulating of minutes and prompting attendees for action items.
* Alert the CME Coordinator/Operations Manager without delay where information gathered, or investigations conducted indicate that a child or young person may be at potential risk.
* Support the CME Coordinator with the administrative responsibility for managing the EWS communication strategy and associated ICT.
* Assist with development of reports, newsletters, briefing material, presentations and web based information and other documents from a variety of sources to meet the service needs.
 | **90%** |
| * + - 1. **Child Employment/ Entertainment**
* Provide advice, guidance and support on procedural matters regarding child employment, child entertainment licences and Chaperone referrals. Ensure proper procedures are followed with particular focus on safeguarding of children’s welfare.
* Liaise closely with the EWOs in managing the administration and record keeping associated with processing licences for child employment, performance and Chaperones. Process and monitor child employment permits in accordance with the legal framework and the Council’s systems and following instruction from the Education Welfare Officer.
 | **10%** |
| **3 Flexibility*** In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.
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| * Carry out all accountabilities in compliance with the Council’s Policies and Procedures.
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| Key Relationships (Internal and External): |

* + Schools and other education providers in relation to monitoring and tracking pupil attendance.
	+ Other internal and external Agencies such as those involved with Children Missing from Education and the Single Point of Entry in terms of leading on casework.
	+ Other colleagues within the wider Children’s Service such as Admissions, Social Care, Youth Offending etc.
	+ Families and Children promoting best practice and in relation to casework.

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;

2. Following safety rules and procedures;

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and;
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

**Job Title:** Children Missing Education Tracking Officer **Grade: Scale 6**

**Department:** People **Team: Education Welfare Service**

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| **Job Specifics – Skills, Experience, Knowledge, and Abilities** | **HOW TESTED**Application – ATest – TInterview – I  |
| **Essential:** 1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease, politely and courteously with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role.
2. Excellent communication, negotiation, and organisational skills.
3. Evidence of high levels of customer service and satisfaction with an ability to manage potentially stressful and challenging situations.
4. Ability to provide innovative and creative solutions to deliver positive outcomes.
5. Evidence of ability to deliver timely, accurate and relevant advice, guidance and support on complex procedures and regulations.
6. A track record of successfully developing and maintaining excellent professional working relationships.
7. Ability to communicate effectively in both written and oral format with a variety of audiences to ensure that key issues are identified and understood Uses a range of communication styles to influence the decisions and actions of others.
8. Competent and confident in the use of standard Microsoft Office products.
9. Well-developed all-round ICT skills relating to systems and processes with experience of managing systems and/or databases.
10. Keen eye for detail and accuracy.
11. Ability to work collaboratively both with own service and across other services.
12. Ability to work using own initiative while managing a demanding workload effectively, prioritising work and adopting a flexible approach to changing and competing challenges.
13. Understanding of and commitment to the principles underpinning equal opportunities and ability to apply them.

**Desirable:**1. Knowledge of national and local processes, legislation and policies relating to children missing education.
2. Knowledge of the processes, systems and legislation associated with child employment and Chaperones.
3. Knowledge and practical experience of working in an Education Welfare Service or school attendance.
4. Experience of working collaboratively with Schools and Agencies in a partnership role.
 | **A/I** |
| **Behaviours**Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;  **Take Responsibility** We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.**Open, Honest and Respectful**We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.**Listen and Learn**We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.**Work Together to find solutions**We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.  | **A/I** |
| **Qualification(s)\**** Level 3 standard of education
* Qualification in a child/education or systems/business administration or other related field would be desirable
* Customer care qualification/training would be desirable
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| **Other Special Requirements\*** |  |