

## Job Description

### EDUCATIONAL WELFARE OFFICER (EWO)

The Education Welfare Officer (EWO) acts as a dedicated advocate for every child's statutory entitlement to an efficient, full-time, high-quality education. Operating across either/or both our secondary and primary phases within the Success for All Educational Trust, the postholder facilitates strong, trusting partnerships between home, school, the local community, and the Local Authority.

Operating under statutory DfE guidance (*Working together to improve school attendance*), the role applies a structured graduated response to identify root causes, overcome barriers to learning, and tackle persistent and severe absence. Where voluntary support fails or is not engaged with, the postholder administers formal statutory enforcement—including Notices to Improve, Penalty Notices, and Magistrates Court prosecutions—under the London Borough of Havering Local Code of Conduct and National Framework, while ensuring child safeguarding remains paramount in line with *Keeping Children Safe in Education* (KCSIE).

### **Purpose**

The primary purpose of this post is to deliver high-quality attendance casework and targeted operational interventions that measurably raise pupil attendance and punctuality across designated Trust schools. Line-managed by the Trust Attendance Lead and working operationally alongside school Senior Attendance Champions and Heads of Pastoral, the Education Welfare Officer will:

- **Drive Attendance & Reduce Absence:** Systematically monitor, track, and tackle persistent and severe absence within their designated setting and across the Trust.
- **Execute SFAET Protocols & DfE Guidance:** Deliver day-to-day casework, register monitoring, and early intervention strategies in strict compliance with Trust procedures, central reporting protocols, and statutory DfE guidance.
- **Administer Legal Interventions:** Manage formal statutory enforcement pathways—including Attendance Contracts, Notices to Improve, Penalty Notices, and Magistrates Court prosecutions—in strict accordance with the London Borough of Havering Local Code of Conduct and the National Framework for Penalty Notices.
- **Collaborate with Families & Multi-Agency Partners:** Work in active collaboration with pupils, parents, and carers—listening to and understanding complex out-of-school barriers to education. Collaborate with Local Authority School Attendance Support Teams, early help lead practitioners, statutory social care, and health partners to align attendance actions within wider support plans.

## Main Responsibilities and Operational Duties

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- **Whole-School Culture:** Support school leadership and pastoral teams across SFAET schools to embed attendance policies, meet targets, and promote positive attendance cultures.
- **Statutory Advice, Guidance & Training:** Provide expert advice, practical guidance, and targeted training on attendance legislation and Trust procedures to teachers, pastoral teams, and families, holding school teams accountable for following up on persistently and severely absent pupils.
- **Register Audits & Compliance:** Perform regular register and punctuality audits across assigned schools, ensuring strict compliance with the School Attendance (Pupil Registration) (England) Regulations 2024 and national attendance codes.
- **Data Tracking & Analysis:** Use Management Information Systems (MIS) to track daily absence patterns, persistent/severe absence and punctuality.
- **Executive Reporting & Returns:** Produce concise attendance reports for Senior Leadership Teams, Local Governing Bodies, and the Trust Attendance Lead, completing all mandatory DfE and Local Authority returns.
- **Record Keeping:** Maintain meticulous and audit-ready records of all attendance actions, family contacts, home visits, and interventions on Trust management systems.
- **Family Collaboration & Home Visits:** Work collaboratively with pupils and parents to identify root causes of absence, conducting unsupervised home visits and welfare checks.
- **Attendance & Legal Decision Meetings:** Lead formal attendance and legal decision meetings with parents, establishing structured action plans and voluntary early help arrangements when attendance falls below trust thresholds.
- **Vulnerable Cohorts & CLA:** Rigorously track attendance for all vulnerable pupil cohorts—including Children Looked After (CLA), Children in Need (CiN), and pupils with social workers—actively providing attendance information at review meetings.
- **Medical/Mental Health Absence Management:** Support and manage health-related absences in line with DfE guidance and school policy.
- **Alternative Provision (AP) Oversight:** Work with dedicated school staff to monitor off-site AP placements and review daily/weekly attendance.
- **Safeguarding & Statutory Compliance:** Adhere strictly to SFAET Child Protection policies and DfE guidance (*Keeping Children Safe in Education*), reporting disclosures, welfare concerns, and suspected Children Missing Education (CME) immediately to Designated Safeguarding Leads (DSLs).
- **Fieldwork Safeguarding & Emergency Interventions:** Conduct lone home visits and emergency welfare checks, taking immediate protective action—including contacting Police or Children's Social Care—when a child's safety or wellbeing is compromised.
- **Multi-Agency Collaboration:** Submit high-quality Multi-Agency Referral Forms (MARFs) and collaborate with statutory partners—including Social Care, Police,

CAMHS, School Nursing, MASH, and the Local Authority Support Meetings to ensure joined-up support for our most vulnerable families.

- **Statutory Legal Enforcement:** Issue formal Notices to Improve and Penalty Notices and compile court evidence files in strict accordance with the London Borough of Havering Local Code of Conduct and National Framework for Penalty Notices.
- **Out-of-Term Working:** Work up to two additional weeks outside standard term-time hours with appropriate notice to support essential family casework, legal file preparation, and/or business demands.
- **Data Protection & Confidentiality:** Ensure all sensitive family casework, pupil attendance data, and multi-agency intelligence are handled, stored, and shared in strict compliance with the UK GDPR, the Data Protection Act 2018, Trust information governance policies, and statutory information-sharing protocols.

## Other Duties

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- **Trust Ethos & Values:** Proactively promote and embody the SFAET Pledge and core Trust Principles (**Unwavering Integrity, Universal Respect, Enduring Resilience, and Meaningful Opportunities**), actively contributing to the life and positive culture of our academy communities.
- **Equality, Diversity & Inclusion:** Champion equality of opportunity, diversity, and inclusive practice in full alignment with the Equality Act 2010 and Public Sector Equality Duty across both primary and secondary settings.
- **Professional Development & Appraisal:** Actively participate in the Trust's performance development process, taking responsibility for ongoing professional learning, attendance legislation updates, and statutory safeguarding CPD.
- **Health, Safety & Lone Working:** Comply fully with SFAET Health and Safety policies, maintaining strict adherence to lone-working procedures and safety risk assessments during home visits across Havering.
- **Operational Flexibility:** Undertake any other reasonable duties appropriate to the role and grade as directed by the SFAET Attendance Lead, Headteachers, or CEO to support evolving Trust needs.

## Person Specification

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### Qualifications & Essential Requirements:

- **Academic Baseline:** A high standard of GCSE English and Maths (or equivalent) (*Desirable: Relevant degree or professional qualification in education, social care, youth work, or welfare*).
- **Mobility & Compliance:** Full, clean UK driving licence, access to a reliable motor vehicle, and valid business use motor insurance for daily travel across Trust sites and home visits.



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## Experience & Knowledge

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- **School Attendance Experience:** Practical experience and a clear understanding of attendance practices, procedures, and tracking within an educational setting.
- **Working with Pupils & Families:** Experience working directly with young people, parents, and carers in an educational or pastoral context to support attendance and engagement.
- **Statutory Frameworks & Guidance:** Knowledge of relevant statutory frameworks and DfE guidance—specifically *Working together to improve school attendance*—and awareness of local authority attendance enforcement procedures.
- **Safeguarding & Pupil Welfare:** Understanding of child protection and safeguarding duties under *Keeping Children Safe in Education* (KCSIE) and an awareness of the social and pastoral barriers that impact attendance.
- **School Systems & IT Literacy:** Experience using school Management Information Systems (e.g., Bromcom) to track/report on attendance, alongside standard IT packages (Google Workspace, Microsoft Office).
- **Inclusion & Equal Opportunities:** Understanding of equal opportunities, inclusion, and the Equality Act 2010 as they relate to supporting pupils and families.
- **Teamwork & Independence:** Ability to manage day-to-day priorities independently while working collaboratively as part of a school and Trust-wide team.

## Competencies, Skills & Personal Attributes

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- **Workload & Prioritisation:** Ability to organise own workload independently, prioritise competing demands, and consistently meet tight statutory and operational deadlines.
- **Data & Record-Keeping:** Skill in maintaining accurate, audit-ready records, interpreting statistical attendance data, and composing clear, concise reports and formal correspondence.
- **Effective Communication:** Strong written and verbal communication skills to engage constructively with children, parents, carers, school staff, and external partners.
- **ICT Proficiency:** Competence in utilising school Management Information Systems (e.g., Bromcom), Google Workspace (Drive, Docs, Sheets), and Microsoft Office effectively.
- **Parental Engagement:** Proven ability to build trust with families and encourage active parental support for regular school attendance and education.
- **Flexible Working:** Adaptable approach to duties, scheduling, and working across different school sites and phases according to business demands.
- **Multi-Agency Partnership:** Ability to develop collaborative, professional relationships with local authority teams, statutory services, and external agencies.
- **Resilience & Professional Composure:** High level of personal resilience, emotional intelligence, and composure when navigating challenging or high-pressure situations.
- **Professional Reliability:** An exemplary personal record of attendance, punctuality, and professional conduct.

This job description outlines the main responsibilities and key requirements of the role. Tasks and duties will be audited regularly to ensure they continue to reflect the operational needs of the Trust and align with statutory DfE expectations. Aspects of role responsibilities may evolve in response to statutory updates, organisational growth, or professional development opportunities. Any significant changes to duties or line-management structures will be made in full consultation with the postholder.

## PERSON PROFILE

**Job Title:** Education Welfare Officer

**Grade:** S01

| REQUIREMENTS                                                                                                                                    | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT    |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-------------------------|
| <b>SKILLS</b>                                                                                                                                   |           |           |                         |
| Experience/Exposure to Attendance in an educational setting.                                                                                    | ✓         |           | Application             |
| Excellent written and oral communication skills.                                                                                                | ✓         |           | Interview               |
| Meticulous attention to detail and accurate record-keeping.                                                                                     | ✓         |           | Application             |
| Problem-solving and proven record of identifying barriers to learning.                                                                          |           | ✓         | Interview               |
| To be able and willing to adopt a flexible, supportive and professional approach to work                                                        | ✓         |           | Interview               |
| Ability to work in a demanding environment and meet deadlines.                                                                                  | ✓         |           | Application             |
| Ability to prioritise ever-changing work demands                                                                                                | ✓         |           | Interview               |
| To be able to work effectively independently and as part of a team                                                                              | ✓         |           | Interview               |
| The ability to write complex reports and court papers                                                                                           | ✓         |           | Appointment & Interview |
| To be able to lead and participate in meetings                                                                                                  | ✓         |           | Interview               |
| Valid driving licence with use of own vehicle for business purposes (reasonable adjustments will be considered for disabled applicants).        | ✓         |           | Document/Interview      |
| <b>KNOWLEDGE</b>                                                                                                                                |           |           |                         |
| Working knowledge of School Attendance practices and the Education system.                                                                      | ✓         |           | Interview               |
| Knowledge of the law, national framework relating to school attendance and legal interventions.                                                 |           | ✓         | Interview               |
| Knowledge of relevant Education Legislation, KCSIE, Working Together to Improve School Attendance, the Education Act 1996 and the Children Act. | ✓         |           | Appointment & Interview |
| Knowledge of Child Protection/Safeguarding issues.                                                                                              | ✓         |           | Interview               |
| To recognise, identify and understand the barriers to learning and current issues of non-school attendance.                                     | ✓         |           | Appointment & Interview |
| To have an understanding of partner/outside professional agencies and the relevant referral procedures.                                         |           | ✓         | Appointment & Interview |
| <b>EXPERIENCE</b>                                                                                                                               |           |           |                         |
| Working knowledge of Bromcom or other school MIS systems.                                                                                       | ✓         |           |                         |
| Previous experience as an Education Welfare Officer within an Education Welfare Service.                                                        |           | ✓         | Application             |
| Working experience of Attendance practices and regulations within an educational setting.                                                       | ✓         |           | Application & Interview |
| Experience of working with children/families.                                                                                                   | ✓         |           | Application             |
| Experience of working with challenging and sometimes confrontational situations.                                                                | ✓         |           | Application & Interview |



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| Ability to remain calm, supportive and confident whilst maintaining positive lines of communication between various parties. | ✓ |  | Application & Interview |
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