Welfare Officer: Attendance & Belonging

Location: Ark Kings Academy (based on the Secondary Site, with responsibilities supporting pupils and families across both the Primary and Secondary phases of the all-through academy.)
Salary: Ark Support Scale 8, Pay Points 20-28, Outside London, £32,596-£39,152 pro rata
Actual Salary: £33,150.37 - £39,817.87
Hours: Monday-Thursday 8:00am-5:00pm and Friday 8:00am-4:00pm (41.5hrs) 40 weeks per year
Contract: Permanent
Closing date: 9:00am on 25th November 2026, we reserve the right to close the vacancy early if a high volume of applications is received
Start date: As soon as possible

Be part of a truly 'Good' school with a dedicated staff team.

About the role:

The Welfare Officer: Attendance & Belonging will be a key member of the academy's welfare team, helping to ensure that every pupil attends regularly, feels a strong sense of belonging and receives the support they need to thrive. The role sits at the intersection of attendance, wellbeing and family support, recognising that positive relationships, emotional wellbeing and engagement are fundamental to successful school attendance.

The postholder will be instrumental in the academy's support-first approach to attendance, working with pupils, families and external agencies to identify and remove barriers to participation in education. They will oversee attendance interventions from early identification through to statutory processes where required, using data-informed practice, targeted support and effective partnership working to improve outcomes for pupils and families.

Alongside attendance responsibilities, the Welfare Officer will play a central role in promoting pupil wellbeing and belonging. Through mentoring, early-help interventions and therapeutic approaches such as ELSA (or equivalent), they will support pupils experiencing anxiety, emotional difficulties or other barriers that affect engagement and attendance. By building trusted relationships with pupils and families, they will help create the conditions for every child to feel connected, valued and successful as part of the school community.

Working closely with safeguarding, pastoral and inclusion teams, the Welfare Officer will contribute to a culture where attendance, wellbeing and belonging are everyone's responsibility, ensuring that children and families receive timely, effective and compassionate support.

About our school:

We are an all-through school serving the local community with pupils from Nursery - Year 11. Our mission is to create a school in which every child thrives, academically and socially.

Our school values are: 'Wisdom, Resilience, Kindness' – and they permeate everything we do in school with our pupils, our parents, our staff, and the wider community. We recognise our role in addressing inequality by ensuring that all pupils, regardless of circumstance have the opportunity to attain an excellent education.

The strengths of our school include:

- **Safeguarding:** Effective in all areas.
- **Behaviour:** Our pupils know the school rules of, 'ready, respectful and safe' and demonstrate these qualities in their behaviour towards each other and their teachers.
- **An ambitious curriculum:** Our well-sequenced curriculum, spanning early years to Year 11, ensures that all pupils, including those with special educational needs, receive a high-quality education.
- **Reading strength:** Our effective teaching strategies empower pupils to become fluent readers, setting them up for success in their academic journey.
- **Personal development**: At Ark Kings Academy, we prioritise personal development, preparing our pupils for their future roles as responsible citizens.
- **Attendance**: Our pupils and parents recognise the importance of high attendance, and at secondary, we sit above the national average.

Why work for us?

Joining Ark Kings means becoming part of a network of education experts who are all united by the same purpose - a commitment to making a difference where it matters most. You will have the opportunity to come together with your peers locally, nationally and sometimes even internationally, to share resources, learning and good practice.

You'll work with colleagues from different subjects, schools and regions, and have the chance to take on network-wide responsibilities such as leading programmes or training.

- Our salaries are 2.5% higher than main pay scale.
- Twice the number of training days as standard.
- Generous pension scheme – a salary average defined benefit pension scheme, meaning you build up a guaranteed amount in your pension, payable for every year of your retirement.
- Access to Ark Rewards – a scheme offering savings from over 3,000 major retailers.
- Interest-free loans – up to £5,000 available for season tickets or to buy a bicycle.
- Gym discounts – offering up to 40% off your local gym.
- Access to the Employee Assistance Programme – providing free, confidential counselling, legal advice and a range of different support services.
- Free soup in Autumn/Winter terms
- Free fruit in Spring/Summer terms

Ark Kings are deeply committed to staff wellbeing and work-life balance, which is why we offer an additional leave of absence day for personal commitments, along with a two-week October half-term—providing our staff with extra time to rest, recharge, and maintain a healthy work-life balance. These initiatives, alongside our comprehensive support systems, contribute to our well above national average benchmark for staff wellbeing and workload, as highlighted in our latest staff survey. By prioritising the wellbeing of our team, we foster a positive and supportive working environment where staff feel valued, motivated, and empowered to deliver their best for our pupils.

How to apply:

Please visit www.arkkingsacademy.org/vacancies and submit your application. This should include an explanation of your motivation to apply and examples/evidence of how you meet aspects of the job description.

We advise you to submit your application as soon as possible as we reserve the right to close the vacancy early if a high volume of applications are received. This is to ensure that we can manage application levels whilst maintaining a positive candidate experience. Unfortunately, once a vacancy has closed, we are unable to consider further applications.

For an informal and confidential discussion, please contact Tammy Mead or Paige Britton, HR on 0121 459 4451.



Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this link.

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this link.

Welfare Officer: Attendance & Belonging

Job Description

Key Responsibilities

Attendance and Family Support

- Coordinate the academy's support-first approach to attendance, ensuring pupils and families receive timely, effective and compassionate support to overcome barriers to regular attendance.
- Monitor and analyse attendance data to identify emerging patterns, trends and pupils at risk of persistent absence, implementing early intervention strategies to improve outcomes.
- Oversee attendance cases throughout the full attendance pathway, from initial concerns and early support through to formal interventions and legal referral processes where required.
- Organise the proactive Golden Hour attendance process, ensuring absences are followed up promptly and barriers to attendance are addressed at the earliest opportunity.
- Support with staffing the 'Pupil Late Gate', welcoming all pupils that arrive late to school and discussing reasons for lateness
- Undertake first-day absence procedures, including telephone calls, communication with families and appropriate escalation where concerns arise.
- Work proactively with families to resolve pupil absences and support pupils to return to school as quickly as possible through a range of targeted interventions.
- Conduct home visits, welfare checks and safe and well visits where attendance, safeguarding or welfare concerns are identified.
- Develop positive and supportive relationships with families, helping them to understand the importance of regular school attendance and addressing barriers to engagement.
- Organise and chair attendance meetings with parents and carers, including First Attendance Meetings (FAMs) and other support-focused interventions.
- Devise, implement and review attendance support plans, ensuring actions are tailored to the individual needs of pupils and families.
- Work closely with pastoral, inclusion and safeguarding teams to ensure joined-up support for vulnerable pupils and those experiencing barriers to attendance.
- Coordinate and contribute to targeted multi-agency support, including Targeted Support Meetings, targeted family support, mental health services and other external agencies.
- Support the administration and coordination of Section 19 referrals and alternative provision arrangements where appropriate.
- Build effective partnerships with the Local Authority Attendance Team and other external partners to improve attendance outcomes.
- Promote excellent punctuality and attendance habits through positive engagement, high expectations and consistent intervention.
- Work within the statutory framework of the Department for Education's *Working Together to Improve School Attendance* guidance and all relevant attendance legislation.

Mental Health, Wellbeing and Belonging

- Deliver targeted early-help interventions for pupils experiencing anxiety, emotional wellbeing needs or other barriers affecting attendance and engagement such as emotional regulation, resilience, self-esteem and friendship difficulties.
- Provide mentoring and emotional support that helps pupils develop resilience, confidence and a stronger sense of belonging within the school community.
- Use ELSA training, or similar therapeutic approaches, to support pupils' social, emotional and mental health needs.
- Work with pupils, families and staff to identify and address low-level barriers to attendance linked to emotional wellbeing, anxiety or school avoidance.
- Deliver individual and small-group interventions that promote emotional regulation, positive relationships, self-esteem and engagement with learning.
- Monitor the impact of wellbeing interventions and maintain accurate records of support, progress and outcomes.
- Signpost and refer pupils and families to specialist support services where additional intervention is required.
- Work closely with safeguarding, pastoral and inclusion teams to support vulnerable pupils and promote positive outcomes for all children and young people.
- Work within any of the school's Hub provisions as required by the academy.
- Liaise with pastoral leaders, teachers, parents and carers to ensure support strategies are personalised and responsive to individual needs.

Home Visits

- Conduct home visits for pupils who are absent from school without explanation or where attendance is causing concern.
- Undertake welfare checks in line with school policies and safeguarding procedures.
- Gather information to identify barriers to attendance and work with families to develop solutions.
- Record and report resolutions of home visits accurately and promptly on CPOMS.
- Follow up agreed actions arising from home visits and attendance meetings.

Safeguarding and Welfare

- Promote the safeguarding and welfare of all pupils.
- Be willing to undertake DSL training and act as a Deputy Designated Safeguarding Lead within school
- Build effective positive and professional relationships with pupils that supports school attendance.
- Identify and report safeguarding concerns in accordance with school policies and statutory guidance.
- Maintain confidentiality while adhering to safeguarding and information-sharing requirements.
- Work within the statutory framework of the Department for Education's 'Keeping Children Safe in Education'

General and Wider School Responsibilities

- Maintain accurate records of interventions, meetings and communications with families using the academy MIS (Bromcom) and safeguarding systems (CPOMS).
- Prepare reports, documentation and correspondence as required to support attendance, welfare and safeguarding processes.
- Attend relevant training, meetings and professional development activities.
- Be willing to be trained as a First Aider and provide in school first aid where required.
- Be willing to be trained as a Fire Warden if required.
- Support and actively promote the academy's vision, values, culture and policies.
- Contribute to the safe and effective day-to-day operation of the school, including supporting duty points, transition times, school entry, dismissal and other operational requirements as directed.
- Support the academy's behaviour, rewards and recognition systems, including contributing to behaviour support provision, intervention spaces and detentions where required.
- Contribute positively to assemblies by promoting key messages, attendance initiatives, wellbeing campaigns and wider school priorities.
- Support the delivery of whole-school events and activities, including parent events, enrichment opportunities, educational visits, immunisation programmes, school photographs, community initiatives and other academy events.
- Participate in key parental engagement activities, including Progress Review Meetings, transition events, information evenings and consultation meetings.
- Be willing to support educational visits, residentials and enrichment activities where required. On occasion, this may involve working outside normal contracted hours, with appropriate notice and in line with academy procedures.
- Work collaboratively with colleagues across all phases of the academy to ensure pupils receive a consistent, high-quality experience.
- Ensure compliance with Ark's data protection rules and procedures.
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required.
- Be willing to undertake academy minibus driver training, including transporting pupils and conducting home visits using the school minibus.
- Undertake any other duties commensurate with the grade and nature of the post as reasonably directed by the line manager across both the primary and secondary phase of the school.

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined here, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.

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Person Specification

Essential

- GCSE Maths and English Grade C or above (or equivalent)
- Experience of working with children, young people or families.
- Strong communication and interpersonal skills.
- Ability to build positive relationships with pupils and families from diverse backgrounds.
- Understanding of factors affecting school attendance and engagement.
- Ability to work independently and manage a varied workload.
- Good record-keeping and administrative skills.
- Commitment to safeguarding and promoting the welfare of children.
- Full UK driving licence
- Right to work in the UK

Desirable

- Experience of working within a school or educational setting.
- Knowledge of attendance legislation and statutory guidance.
- Experience of undertaking home visits and family support work.
- Relevant qualification in education, social care, family support or a related field.
- Relevant mental health accreditation, such as ELSA.
- Experience of multi-agency working.

Personal Characteristics

- Flexible, highly organised, and able to multi-task to meet deadlines.
- Approachable, positive, and calm under pressure.
- Strong sense of ownership and accountability with high attention to detail.
- Keen to learn and further develop skills.
- Sound judgement, especially relating to confidentiality and discretion.

Other

- Commitment to the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced DBS check
- This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement for the role.

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