

Generations Multi Academy Trust Goffs Academy



Attendance and Administrative Support Apprentice

Required for October 2024

Information for Applicants





Attendance and Administrative Support Apprentice

Full-time, term-time only plus two weeks

Core hours: 8.00am – 4.00pm (3.30pm finish on a Friday), with one day a week allocated to study

Salary: £14,509pa (£16,591 full-time equivalent)

The successful candidate for this post will support the work of the Attendance Officer in ensuring all attendance monitoring procedures and administration tasks are carried out efficiently and effectively. They will also provide general administrative support to the wider school.

The ideal candidate will be able to demonstrate:

- Experience of working with young people and/or their families
- Excellent organisational skills, with meticulous attention to detail
- Excellent interpersonal skills

In return, Goffs can offer you:

- Funding and support to undertake a Level 3 qualification in Business Administration
- The opportunity to be part of a highly supportive, collaborative and committed team of staff, to support your professional development
- A new £20million school building, opened in January 2017, with additional new facilities which opened in April 2022
- A school described by Ofsted as being one where “students work together exceptionally well,” and where “students are overwhelmingly enthusiastic about school”

Please contact the HR department on 01992 624375, or by email at recruitment@generationsmat.herts.sch.uk for further details.

Closing date for applications: 9.00am, Friday 18th October 2024

Interviews: Week beginning 21st October 2024

The Trust reserves the right to hold interviews prior to the deadline for the right candidate, therefore early application is encouraged.

Generations Multi Academy Trust is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Please note that this role ‘exempt’ from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not ‘protected’ (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Further information is available on the school’s website.



JOB DESCRIPTION



Generations Multi Academy Trust Job Description

JOB TITLE:	Assistant Attendance and Administrative Support Officer
LOCATION:	Predominantly based at Goffs Academy, with deployment to other Trust schools, as required by the business
SALARY:	£14,509pa (£16,591 full-time equivalent)
WORKING HOURS:	8.00am – 4.00pm Monday – Thursday (with a half hour unpaid break) 8.00am – 3.30pm Friday (with a half hour unpaid break), with one day a week allocated to study Term-time only plus two weeks which means being in school for the 38 weeks of term then working the additional two weeks over school holiday periods
PURPOSE OF YOUR JOB:	<ul style="list-style-type: none"> • To support the work of the Attendance and Parent Support Officer, in ensuring all attendance monitoring procedures are carried out efficiently and effectively • To provide general administrative support linked to this area, including taking queries from students and parents • To support in maintaining accurate student records on Arbor
REPORTING TO:	<ul style="list-style-type: none"> • Attendance and Parent Support Officer • Assistant Principal (Personal Development)
STAFF REPORTING TO JOB HOLDER:	<ul style="list-style-type: none"> • n\a
CONTACTS WITHIN THE TRUST:	<ul style="list-style-type: none"> • Attendance and Parent Support Officer • Student Support Officers • Senior Leaders at Goffs/the Trust • All other teaching and support staff within Goffs/the Trust
CONTACTS OUTSIDE THE TRUST:	<ul style="list-style-type: none"> • Hertfordshire County Council regarding attendance matters

	<ul style="list-style-type: none"> • Parents
<p>MAIN TASKS AND RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • To take telephone and email messages and to contact parents regarding student attendance, and record appropriately on the Trust’s data management system (Arbor) • To support the Attendance and Parent Support Officer in monitoring and recording punctuality, checking all registers are complete, and following up any incomplete registers • To monitor emails throughout the day, with regard to student attendance to lessons, highlighting issues to the appropriate member of staff • To support with covering the Student Reception area of the school, taking queries which arise from students and parents, and advising the relevant members of staff • To support with general administration including scanning, photocopying, filing and data entry • Undertake First Aid training to enable support with medical queries where necessary, and be part of the First Aid/medical rota following this • To be responsible for safeguarding and promoting the welfare of children at all times
<p>KNOWLEDGE, EXPERIENCE, SKILLS AND TRAINING TO BE DEVELOPED THROUGH THE APPRENTICESHIP</p>	<p>Knowledge</p> <ul style="list-style-type: none"> • An understanding of the customer services environment, and how this applies when dealing with student and parents in a school setting • The principles of supporting families to engage with school and ensure high attendance • The need to follow the policies, systems and procedures of the Trust • The importance of confidentiality <p>Experience</p> <ul style="list-style-type: none"> • Communicating in a school/Trust environment and/or with various stakeholders to support students/families would be an advantage

	<ul style="list-style-type: none"> • Experience of general administration within an office environment would be an advantage <p>Skills</p> <ul style="list-style-type: none"> • The ability to work unsupervised and to respond promptly to requests for support • The ability to remain calm and work well under pressure • Strong interpersonal skills • Organisation and efficiency • The ability to demonstrate initiative • The ability to monitor and update Information Systems • The ability to provide administrative support in a school environment
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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.



PERSON SPECIFICATION



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Apprentice Attendance And Administrative Support Officer

			Assessed by:	
No	Categories	Essential / Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	5 GCSEs (incl. Maths and English Grade 4 (or equivalent))	E	✓	
2.	Post 16 Qualifications i.e. BTEC or A-Levels	D	✓	
3.	Evidence of continuing professional development and training	D	✓	✓
EXPERIENCE				
4.	Experience of working in the education sector or with young people in another setting	D	✓	✓
5.	Experience of completing tasks within tight deadlines	D	✓	✓
6.	Experience of managing multiple demands within a busy working environment	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
7.	Excellent written and spoken communication	E	✓	✓
8.	Excellent time management, with the ability to prioritise and organise work effectively and efficiently	E	✓	✓
9.	Ability to demonstrate tact, sensitivity and discretion	E	✓	✓
10.	Good ICT and record keeping skills	E	✓	✓
11.	Ability to plan and develop effective working systems	E	✓	✓

12.	The ability to form and maintain appropriate and positive relationships with students and adults	E	✓	✓
13.	Ability to maintain strict confidentiality in all matters	E	✓	✓
PERSONAL QUALITIES				
14.	An engaging manner both in person and over the telephone, able to confidently engage with new people and build a rapport	E	✓	✓
15.	A strong commitment to both the school/Trust values and ethos, plus own professional conduct and ethics	E	✓	✓
16.	Commitment to support the school/Trust's agenda for safeguarding and equality and diversity	E	✓	✓
17.	High attention to detail within all areas of work	E	✓	✓
18.	Deal with all stakeholders both positively and pragmatically	E	✓	✓
19.	A firm commitment to continuing professional development	E	✓	✓



INFORMATION ABOUT THE DEPARTMENT



ATTENDANCE AND STUDENT SUPPORT – GENERATIONS MULTI ACADEMY TRUST

The Attendance and Student Support team at Goffs currently comprises of four colleagues. Our Attendance and Parent Support Officer has a wealth of experience in this area, and leads on closely monitoring attendance across the school, and in working with students and families to support them in ensuring consistently high levels of attendance.

Attendance and Student Support is a busy and demanding area of the school. Colleagues deal with a wide range of queries from students and parents, and undertake crucial organisational and administrative tasks which help to ensure the smooth running of the school. The team plays a key role in supporting our students and addressing queries during the school day, and ensuring a caring and compassionate approach is essential.

This post offers an exciting opportunity for an enthusiastic, hard-working individual with good people skills, who is keen to learn essential and highly transferable communication and administrative skills, within an expanding Multi Academy Trust.

You will receive dedicated mentoring as part of supporting your professional development, and will also have the opportunity to network with other apprentices within the Trust. Successful completion of the apprenticeship will see you well placed to take on a permanent position at the Trust should one arise, or to apply for a permanent post elsewhere.



**INFORMATION ABOUT GOFFS
ACADEMY AND THE
GENERATIONS MULTI
ACADEMY TRUST**



INFORMATION ABOUT GOFFS AND THE GENERATIONS MULTI ACADEMY TRUST

Welcome to our information pack about Goffs and the Generations Multi Academy Trust. We are a mixed 11-18 comprehensive Academy with approximately 1,600 students on roll, including a thriving and successful Sixth Form. Our Academy is extremely popular in the local area, with an average of over 800 applications annually for the 240 places available, and significant waiting lists for places across the year groups. On intake our students are of a level of prior attainment significantly above that of the national average. We are, though, a true comprehensive school and welcome a mix of students of all levels of prior attainment.

The school has been awarded the International Schools Award twice, Investors in People status three times, and has Sportsmark Gold and Artsmark Silver. We also hold the Secondary Geography Quality Mark, as well as being a designated Leading Edge School, and chairing the national Leadership Partner School network.

Professional Working and Learning Environment

Our school was among those named as part of a £2billion Government scheme, the Priority Schools Building Programme. As a result, Goffs received a completely new build and facilities, and moved into them in January 2017. The school has further invested in an additional new building, which opened in April 2022, which includes 8 brand-new classrooms, as well as a state-of-the-art fitness centre run by Lifestyle Fitness, with whom we work in close partnership.

This significant investment of funds by the Department for Education is a further recognition of the outstanding work being undertaken by the school, and represents another fantastic opportunity for our community. Our school building provides a light, modern, professional and fit for purpose working environment for all.

The Generations Multi Academy Trust

GMAT is a cross-phase Multi Academy Trust based in Cheshunt, currently comprising two secondaries and one primary - Goffs, Goffs-Churchgate and Flamstead End School. It is our hope that a further primary, Andrews Lane School, will join our partnership from November 2024. Across the piece, GMAT currently has just under 3,000 students in its care and employs just under 400 staff. From Spring 2023, the MAT opened nursery provision on the Goffs-Churchgate site, with subsidised and term-time only places for staff. The nursery is run by Ashbourne Nurseries - <https://ashbournedaynurseries.com/>

The MAT is extremely clear about its daily purpose, reflected in its motto of “No Set Destiny for Any Child.” All of our schools, leaders and staff fiercely believe in the life-changing nature of education and work tirelessly to that end, day in and day out. There is no set destiny for

any of the children in our care; rather, our daily work across the piece allows children to forge new futures and destinies.

Flamstead End School is a thriving primary school in Cheshunt with approximately 485 children on roll. It has a Preschool, 60-place nursery offering 30 hours provision and two classes per year group from Reception to Year 6. Flamstead End is a 'Therapeutic Thinking' school and seeks to understand and support children's behaviour so that they are able to learn and achieve to the best of their ability. The school is a tight knit community, with a well-established staff who care for one another and the children in their charge.



Goffs-Churchgate is a fully mixed comprehensive school for 11-16 year olds, with just over 600 students on roll. The school has rightly established a very strong reputation for both its academic outcomes and its close-knit, nurturing community, receiving over 600 applications for 120 places for 2024 admission. The decision to cap student numbers at 600 is entirely deliberate, enabling us to maintain a strong sense of community where everybody knows everybody else.

Goffs is a mixed 11-18 comprehensive Academy with approximately 1,600 students on roll, including a thriving and successful Sixth Form. The school is also extremely popular in the local area, with an average of over 800 applications annually for the 240 places available, and significant waiting lists for places across the year groups.



All of our schools enjoy extremely high levels of applications and are over-subscribed. The schools are within close proximity of each other and share many activities, including CPD for staff. One of the Trust's fundamental principles is that no one school is in any way more important or successful than the other. As such, CPD and other events are rotated through

schools in the Trust, with everyone learning from and sharing with each other. This collegiate and collaborative approach permeates our Trust.

Staff and students work in modern, professional environments, with all schools benefitting from recent building projects including a full, £20million rebuild at Goffs. The facilities provide light, modern, professional and a fit for purpose working environment for all.

Notwithstanding a highly challenging funding situation for schools generally, the MAT remains financially secure. Finances are overseen by a Chief Finance Officer with considerable financial expertise in the private sector. The Trust deliberately created an Income Generation function, and extensive lettings and business development work now takes place across all sites in the MAT. This additional income – now yielding in excess of £500k per annum – underpins generous levels of staffing at our schools, plus many “extras” that would otherwise be unaffordable in the current funding climate.

Our schools pride themselves on their sense of community – both within the school itself, and in the wider locality. Visitors to our schools unfailingly comment on a very real sense of community, coupled with warmth and pride. Our schools are members of Cheshunt Extended Services (ChExS), offering a variety of extended school and community-based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice and maintain strong links with our local primary schools.

Our schools are proud to be truly community-based schools, with students and staff from different religions and a number of languages spoken in each school. As a Trust we recognise and celebrate what makes us unique and different, and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected and we strive hard to ensure we create a positive culture within the schools to enable this to happen.

We are looking forward to further widening our Trust and to working in partnership with both primary schools and further secondaries. Further information about GMAT can be found here: <https://generationsmat.com/>

Outcomes

Exam results in 2024 reflect another year of huge success for Goffs. The results reflect a 3 year upward trend and an impressive improvement on the excellent outcomes achieved across the headline measures last year.

GCSE highlights include:

- Extremely strong progress scores across the headline measures with results considerably above the national average (Estimated progress 8 score: 0.24)
- Particularly impressive outcomes in English and Maths; both subjects achieved a progress score significantly above the national average. English Language performed particularly strongly at grade 4+ and grade 5+ exceeding the national average of students achieving these grades by 20%. Maths performed particularly strongly at the top end with 28% of students achieving grade 7+. This is very comfortably above the national average of 17%.
- 72% of students achieved grade 4 or above in English and Maths (6% above the national average).



- 52% of students achieved grade 5 or above in English and Maths (6% above the national average).
- 21% of the GCSE grades were at grade 7 or above.
- The percentage of students entering the full Ebacc was 64% which is significantly above the national average of 39%, and the Hertfordshire average of 47%.

At A-Level, continuing the upward trend of recent years, students achieved another excellent set of exam results, including an overall 100% pass rate. 64% of Year 13 students secured a university or college place to start in autumn 2024. The wide range of university or further education courses onto which students have progressed include Law, History, Geography, Maths, Finance, Physics and Biomedical Science, other students have gained places on fiercely competitive apprenticeships in areas such as Civil Engineering and within the NHS. Our Sixth Form has an excellent reputation in the local area, over the past three years the numbers of students applying to join our Sixth Form has continued to increase, such that we now have approximately 400 Sixth Formers within our school community.

Community

Goffs prides itself on its sense of community – both within the school itself, and in the wider locality. Visitors to our school unfailingly comment on a very real sense of community, coupled with warmth and pride. We are members of Cheshunt Extended Services (ChExS), offering a variety of extended school and community based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice and the Rainbow Trust, and maintain strong links with our local primary schools. In addition, our young Sports Leaders regularly work in primary schools. Goffs runs a ‘G-Involved’ Volunteering programme, where every Sixth Form student completes 20 hours volunteering during the course of the academic year. Students are rewarded through our annual Pride of Goffs Awards evening.

We firmly believe in every student feeling a strong sense of community and on entering the school, each student is placed in one of four Houses: Eagle, Falcon, Hawk and Phoenix. Each House is led by a team of student House Captains and has a clear sense of identity. Regular competitions and assemblies strengthen this sense of community. Each year the House Captains decide on a possible group of charities to support; students in every year then vote on their chosen school charity. Students within each House then arrange a variety of fund raising events throughout the school year. The House which raises the most money in the year for our school charity is awarded the Charity House Shield. Such work is indicative of Goffs students’ ability to empathise with the needs of others, and further develops their capacity to work successfully in a variety of social settings.



We regularly bring visitors from the community into school to work with students, and maintain strong links with our local secondary schools as a partner school in the Broxbourne Partnership. The school building is used for evening, weekend and holiday classes, providing opportunities for a diverse range of users including the Greek School, and local dance and sports groups.

The Goffs Student Leadership Academy actively encourages leadership development through a series of student led groups. We currently have students enrolled in the Leadership Academy from Year 7 to Year 13, with groups including:

- Student Parliament
- Community and Charity Leaders
- House Leaders
- Sports Leaders
- Top Team

The student groups each have a member of Student Parliament who is responsible for coordinating the group and their projects. Students regularly report back on their work and the impact that it is having both in and outside our school community.

A variety of annual school trips give students the opportunities to sample different cultures, whilst an extensive programme of off-site visits provides opportunities for students to experience the diversity that exists within the UK including theatre, galleries and museum visits. Our overseas trips have included Germany, Spain, USA, Czech Republic, Paris, Berlin and Reykjavik, in addition to a student exchange with a school in Beijing, and annual ski trips to countries such as Italy, Andorra or Austria. In addition, we regularly host students from Spain as part of our specialism work.



Goffs is proud to be a truly comprehensive school, with students and staff from different religions and a number of languages spoken in the school. We recognise and celebrate what makes us unique and different, and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected and we strive hard to ensure we create a positive culture within the school to enable this to happen.

Care, Guidance and Support

Successful learning takes place when students feel safe, confident, respected and valued, and are engaged. Goffs believes in supporting and nurturing all students in their quest to become successful learners. As such, we place a high value on pastoral care as an integral part of the life of the school.



We promote positive attitudes towards learning and provide a caring and supportive environment within our community. We were delighted to see Ofsted's comments that "students' behaviour and attitudes are outstanding" and that "students feel very safe, because bullying is extremely rare and they are very confident that any incidents that concern them will be dealt with swiftly and effectively." Continuously nurturing, supporting and developing our students is hugely important to us and significant investment is made in the school's pastoral structures, including our investing

in dedicated Learning Mentors for the school.

Staff Development

The Trust has an extremely strong reputation for staff development, for both teaching and support staff. Developing the next generation of school leaders, both middle and senior, plus future Headteachers for those who wish to pursue this, is a responsibility that we take very seriously. We have a full suite of staff leadership development which staff can join be they an ECT or highly experienced colleague.

In addition to whole staff training days, we disaggregate a number of hours for training every year. This allows staff development to be highly personalised as staff can opt for the training which best meets their needs, including the opportunity to do a research project in partnership with Cambridge University. Many use their disaggregated time to coach others or to receive coaching. Moreover, there are specific training sessions for ECTs and other interested staff which run each week after school.

We also place a lot of emphasis on 'on the job' training and support. A thorough induction scheme is available to all new staff, and mentors/buddies are assigned to guide you through those new routines. Finally, external courses can of course be booked if, on very rare occasions, we cannot cater for a particular training need in house.

Leadership Development

The Trust's Leadership Academy encompasses both staff and student leadership development through a series of student led groups and staff leadership pathways. The staff programme specifically provides opportunities for:

- Aspiring Middle Leaders
- Aspiring Senior Leaders

All pathways are personalised for the individual and staff receive one to one support from a mentor alongside working on a whole school project. Both support staff and teaching staff are welcome to join the Leadership Academy at any point in their career.

A full suite of leadership training is offered with a range of sessions including:

- Communicating vision and values
- Developing your leadership approach
- Building a high performing team
- Supporting your team
- Leading your team day to day
- Quality assuring effective teaching
- Observation for improvement
- Using data for impact
- Fostering positive behaviour for learning
- Leading and managing innovation and change

Attendance to all training sessions leads to certification by the SSAT. In addition, we encourage aspirant Senior Leaders to take part in the SSAT 'Stepping Up to Senior Leadership' training programme, which includes four external sessions throughout the year. As part of the Trust's commitment to developing future leaders, a number of the existing Senior Leadership Team across both secondary schools gained experience through an 'Associate' SLT position before gaining substantive leadership posts.

Staff Benefits

Alongside our very strong focus on outstanding professional development and promotion opportunities, we also offer a range of benefits including:

Competitive base salary with a tailor made development plan aimed at enhancing your future [earnings] potential through:

- High quality, personalised CPD
- Bespoke leadership development programmes
- Subsidies for Masters and Degree courses
- Secondment and shadowing opportunities
- As part of our Multi Academy Trust, "Generations", potential to work across more than one school to develop career enhancing skills and knowledge.
- Supported Nursery provision with Ashbourne at any of their nurseries in the **Buckinghamshire, Essex, Hertfordshire, Northamptonshire, and Bedfordshire area**:
 - 15% discount for all Trust staff
 - Term time only places are available.
 - A school day would be 9.00am – 3.00pm
 - "Sundries" would be applied to a child taking up a funded only space (e.g. 30 hours funding only). This covers the cost of: meals, snacks, nursery resources
- All staff have access to a wide range of health and wellbeing resources which includes an **Employee Assistance Programme via Spectrum.Life** who offer a wide range of health and wellbeing resources, plus access to counselling for staff and their immediate family. **The EAP service is accessible 24/7, 365 days a year and is a completely free and confidential service**
- The MAT adheres to the STPCD for its teaching staff
- Cycle to work scheme
- Onsite car valeting at a reduced price for Trust staff
- Substantially discounted membership to Lifestyle Fitness's state of the art purpose built gym, at Goffs Academy

Additional financial incentives and tax efficient benefits, including:

- Exam marker payment of £400 plus 2 days paid leave to do the marking (1st year)
- Payments for staff taking weekend sporting fixtures: staff paid £200 for leading a minimum of six Saturday fixtures plus 6 weekly training sessions.
- A daily allowance of £50 for school trips taken over a weekend or any school holiday.
- A £1,000 Employee Referral Scheme (i.e. finder's fee) for any qualifying positions that you refer the successful candidate for: £500 on the person starting, and £500 if the person is still at the school 12 months later.

Access to a wide range of health and well-being resources including:

- New, professional, and fit for purpose working environments
- Free use of a range of sports and leisure facilities including a fully equipped gym and swimming pool.
- Occupational Health & counselling support
- Free flu jabs
- Subsidised social events
- Free tea, coffee, and milk for staff

Mark Ellis

Principal