

## Attendance Support Officer

Reference No:	A5070		
Service:	Human Resources		
Job Family:	Human Resources/Learning/OD	Grade:	FC5

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Provide support to managers in the service to achieve the overall aims of managing attendance effectively by advising on effective policy application within the Directorate.

Work independently using your initiative to gather information and advise managers of actions required.

### Job Purpose

Provide comprehensive support in a confidential manner on attendance management issues within the Service/Directorate to encourage early intervention and provide appropriate support.

Advise line managers in applying the Council's attendance management policy, procedures, and advise on actions to be taken.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**

**D**

Educated to SQF level 7 which includes HNC or Advanced Highers or equivalent in Business Administration or equivalent

✓

Work on own initiative and prioritise workload to achieve deadlines

✓

Co-ordinate the research and analysis of performance information related to Attendance Management
Use of statistical software packages to presenting statistical information reports for managers
Carry out analysis to facilitate the reporting of Attendance Management statistics identifying trends and hot spots.
Maintain appropriate record systems for the management of Attendance Management processes including ensuring finalised documents reach the employee's personal file in accordance with Document Control procedures.
Assist managers in the auditing of processes and procedures related to absence management to determine the compliance or otherwise with Council guidelines.
Co-ordinate the reporting and publication of Attendance Management statistics and highlight areas of non-compliance.
Undertake absence project related work and attend where required working groups, project teams, and other meetings etc related to absence management.
Attend meetings and participate in process improvement activities and use appropriate software to create subsequent process maps and proposals for improvement activities.
Co-ordinate the local implementation of improvements to processes and procedures within the Service and/or Directorate.
Liaise with management teams to provide information on Attendance Management processes and procedures.
Liaise with HR Advisers for advice and guidance on the Absence policy and procedures and on individual cases as required.
Co-ordinate the undertaking of all preparatory work including booking meeting room, draft invites, preparation of relevant documentation from

Dealing with sensitive information on a private and confidential basis	✓	
Experience of preparing statistical reports	✓	
Positive attitude to customer care	✓	
Self-motivated	✓	
Knowledge of statistical techniques	✓	
Organisational skills	✓	
Awareness of GDPR and Data Protection	✓	
Written and oral communication skills	✓	
Analytical skills	✓	
IT skills	✓	
Team working skills	✓	
Knowledge of process improvement		✓
Experience of using process management software		✓
High and consistent standards of quality and performance	✓	
Time management skills	✓	
Ability to work effectively with colleagues at all levels	✓	

# Role Profile

systems/managers and ensuring that the Attendance Management deadlines are met.			
Promote a positive culture displaying appropriate attitudes and behaviours as described in the Council's How We Work Matters Framework.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>