

CLIENT SERVICES ADVISOR - ATTENDANCE



Salary Details

Support Staff Scale 4, points 19-22 inclusive
£32,766 to £34,516 pa FTE

37 hours per week term-time only (37 weeks pa) + 6.5 hours
for the all-staff training day = 83.67% of FTE.

Actual Salary: £27,415 to £28,880 pa pro rata.

Flexible working arrangements considered

Start date: September 2026 or earlier by negotiation

Are you passionate about supporting young people to overcome barriers to learning and achieve their full potential?

We are seeking a committed and compassionate Client Services Advisor (Attendance Manager) to play a key role in improving student attendance and engagement. This role is central to supporting students whose attendance is impacted by a range of factors, including anxiety, mental health needs, and complex family circumstances.

Working closely with a Vice Principal and wider pastoral team, you will provide high-quality administrative and operational support, including the monitoring and analysis of attendance and engagement data, maintaining accurate records, and coordinating meetings and reviews. You will be a key point of contact for parents and carers, working collaboratively to identify concerns, arrange meetings, and offer guidance and support to help remove barriers to regular attendance.

The role also involves direct work with individual students and small groups, supporting them to develop resilience, confidence, and strategies that enable them to re-engage successfully with learning. You will liaise with internal staff and external agencies where appropriate, ensuring timely and effective communication to support positive outcomes for students.

Flexibility, empathy, a sense of humour, and the ability to communicate calmly and effectively with young people and adults are essential. The successful candidate will join a strong, supportive, and committed team who take pride in working creatively and persistently to achieve the best outcomes for all students.

WHY WORK WITH US?

As part of the Rutland & District Schools' Federation, you will enjoy a range of excellent benefits, including:

- Ongoing training and professional development
- Access to the Local Government Pension Scheme
- Staff gym and free parking
- Subsidised restaurant and complimentary lunch on training days
- Cycle-to-work scheme
- Priority admission for children of staff to Catmose College
- A supportive, inclusive working environment

HOW TO APPLY

Application forms and information are available online at www.rutlandfederation.com or by emailing office@rutlandfederation.com

- You should write a letter of application on no more than 2 sides of A4.
- You should complete all sections of the application form.
- On the form clearly state the names, addresses, telephone numbers and e-mail addresses of two professional referees; it is our usual practice to ask for references before shortlisting and always to ask for references before interviews.
- It is a condition of employment that you can provide proof of identity and qualifications gained.
- **Applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service.**
- Further information is within our Staff Recruitment Policy which can be found online at www.rutlandfederation.com/policies

With reference to the attached job description, this role is initially to support Attendance, therefore, please refer to that particular aspect on the Job Description.

Please note that due to the high number of applications we receive for positions, your application is unlikely to be considered if you do not follow these requirements. CVs are not accepted. You should send your application to Stuart Williams, Executive Principal, Catmose College, Huntsmans Drive, Oakham, Rutland, LE15 6RP by 9am on Monday 8 June 2026. Applications can also be emailed to office@rutlandfederation.com

SAFEGUARDING

The Federation is committed to safeguarding and promoting the welfare of all students in our care and expects all staff to share this commitment. We provide safeguarding training to all staff on an annual basis, and all staff are responsible for ensuring safeguarding, health and safety policies are implemented in line with Federation policy and current legislation. Please familiarise yourself with our Safeguarding Policy, available online at www.rutlandfederation.com/policies

This position advertised is a 'regulated position' which means it will involve regular contact with children and young people; under the Safeguarding Vulnerable Groups Act 2006 it is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children. This position is also 'exempt' from the Rehabilitation of Offenders Act 1974.