

Job Advert - First Day Caller

Required:	September 2026
Salary:	£25,583 - £26,403 pro rata (actual salary: £22,104 - £22,812)
Hours:	37 hours per week, Term Time Only plus 1 week
Contract Type:	Permanent
Location:	St Patrick's Catholic College, Baysdale Road, Thornaby, TS17 9DE

We are seeking to employ a confident, determined and caring person to provide a practical approach to further improving attendance and punctuality.

This is an exciting opportunity for an ambitious educational professional to work as part of a supportive, friendly and dedicated pastoral team. If you are innovative in your approach and committed to having a positive impact on the lives of young people we look forward to receiving your application.

The successful candidate will:

- Enjoy working with young people and their families
- Have a positive and flexible approach
- Communicate effectively and maintain confidentiality
- Be tenacious and refuse to stop until the required outcome is achieved

The Trust offers:

- A strong, supportive ethos
- Happy, enthusiastic and friendly pupils
- Highly experienced and talented colleagues
- Excellent professional development and progression opportunities across our 38 schools
- Supportive Trust board, governors and parents

Closing date: Wednesday 15th July 2026, 9am

Interview date: Thursday 16th July 2026

For further information please contact Wendy Kendal, Trust Business Manager at kendal.w@npcat.org.uk

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks.

Job Description

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment.

Post title: First Day Caller

Grade: D/E SCP 5-7

Job Purpose

- To work under the direction of the Trust Head of Attendance and Welfare in relation to the Trust Attendance Policy and the Trust sanctioned school's attendance procedures.
- To adopt the Trust ethos of a robust and consistent attendance practice with early intervention practice to prevent a pupil's attendance becoming a barrier to accessing their education.
- To keep children safe and ensure their welfare needs are met in accordance with safeguarding practice.
- To deliver quality school attendance support for children and families.
- To work collaboratively ensuring that, as far as possible, all children of compulsory school age receive the appropriate support to achieve maximum attendance and fulfil their potential.
- To work collaboratively ensuring that, as far as possible, all children not of school age that are post 16, receive the appropriate support to achieve maximum attendance and fulfil their potential.

Main responsibilities

Focus of the Role:

- To manage and coordinate absence calls to parents / carers.
- To provide administrative support for the school attendance procedures and protocols.
- To recognise that the pupil attendance register is a legal document and to ensure it is maintained in accordance with The Education (Pupil Registration) (England) Regulations 2006.
- To ensure there is consistency in the operation of ARBOR when tutors are recording pupil attendance and absence, including having responsibility for the accurate maintenance of records within it, checking for missing attendance marks and missing registers and following up with relevant staff.
- To undertake positive daily absence contact with the parents/carers, in accordance with Trust sanctioned attendance and safeguarding practice and recording actions taken.

- To ensure there is the timely completion of registers making use of the appropriate attendance codes in accordance with The Education (Pupil Registration) (England) Regulations 2006, including keeping a record of pupil lateness and collating evidence for illness/medical absence.
- Working collaboratively with the Trust Home-School Liaison Officer, to ensure there is daily identification of pupils requiring a home visit, in accordance with Trust protocol and the Trust tier of support provided to the school.
- To provide a daily update to the School Attendance Case Officer on absent pupils.
- To have regular liaison with parents, pupils, teaching staff and assistants, and the Trust Central Attendance Team as determined by the School Attendance Case Officer.
- To ensure there is accurate recording of school exclusions, and pupils accessing part-time or alternative provision.
- To notify the School Attendance Case Officer and Trust Attendance Manager of children missing from education and undertake enquiries with external agencies as necessary.
- To notify the School Attendance Case Officer and Trust Attendance Manager where a parent has requested their child to be removed from roll.
- To notify the School Attendance Case Officer of all leave of absence in term time referrals.
- To upload the Common Transfer File and carry out an EMS export where pupils have transferred schools or are dual registered.
- To ensure pupil information is kept confidential and is shared in accordance with the NPCAT General Data Protection Regulations Policy and the Trust Scheme of Delegation.

Data Management:

- Routine transmission of attendance data using ARBOR MIS.
- Ensure the accuracy of statistical data on the ARBOR MIS as required by Headteacher, Senior Leaders, Heads of House.
- Generate reports for Heads of House or Senior Leaders from data records.

Working with pupils and parents on a daily basis:

- Contact parents to discuss absences.
- Deal with pupils' and parents' queries relating to leave of absence in term time requests, in accordance with Trust requirements.
- Take and instigate phone calls to and from parents relating to attendance or other issues as directed by the School Attendance Case Officer.

Working with School Attendance Case Officer:

- Be responsible for monitoring/checking and calling home as necessary on First Day Calling Groups in accordance with the Trust Attendance Policy and School Attendance Procedures.

Administration:

- Administration to include memos, references, mailing lists, and the recording of conversations with parents with respect to attendance matters.
- Record keeping involving pupil groups, retention figures, examination results, applications etc.
- To perform such duties as reasonably correspond to the general character of the post and are commensurate with its levels of responsibility including additional tasks as required.

General Information:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.
- To comply with Health and Safety policies, organisation statements and procedures, report any incidents/accidents/hazards and take a proactive approach to health and safety matters in order to protect both yourself and others.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE

Person Specification

Criteria	Essential		Desirable	
Qualifications	E1	English and Maths at grade for or C/4 or above at GCSE or equivalent.	D1	Experience of further relevant professional development.
			D2	Nationally recognised qualifications: 5 A* – C (9-4) including English and Maths or relevant Level 2 (NVQ) qualification.
Experience	E2	Successful pupil support and guidance work.		
	E3	Successful and effective delivery on improving pupil behaviour and attendance.		
	E4	Supporting pupils' educational attainment.		
	E5	Partnership working.		
Knowledge and Abilities	E6	The ability to work effectively and sensitively with a range of groups and individuals, whilst pursuing agreed aims.		
	E7	An ability to communicate effectively with a wide range of people and groups.		
	E8	Good degree of skill in communications, verbal and written.		
	E9	The ability to instil and facilitate a culture of calm, ordered and reasoned purpose.		
	E10	Ability to set clearly-articulated goals to track progress of pupils and adapt strategies to achieve them.		
	E11	The ability to use ICT for personal and professional use.		
	E12	Actively promote the vision and beliefs of the school.		
Personal Qualities and Skills	E13	Demonstrate a belief in the role of the school in developing citizens for the future.		
	E14	A strong belief in education which values and encourages learning for life.		
	E15	Strong personal credibility based on high levels of probity and the ability to		

		form effective and mutually respectful interpersonal relationships with a variety of stakeholders.		
	E16	An understanding of and sensitivity towards issues faced by vulnerable young people and their families.		
	E17	A professional approach, particularly with regard to issues of confidentiality.		
	E18	Excellent literacy, numeracy and ICT skills.		
	E19	Proven organisational skills. Ability to work proactively on own initiative and as part of a team.		
	E20	Good analytical and judgemental skills with the ability to adapt and meet others needs.		
	E21	Ability to manage time effectively.		
	E22	Ability to promote a positive school ethos.		
	E23	Ability to remain calm when faced with stressful/difficult situations.		
	E24	A commitment to equality and inclusion and the overcoming of barriers to education.		
	E25	A commitment to promoting the welfare of children and young people in line with the school's Safeguarding Policy.		
	E26	To deal effectively with parents and pupils in the context of complex and contentious issues on behalf of the school.		
	E27	Be willing to work flexibly to meet the demands of the post.		
Professional Skills and Abilities	E28	Professional appearance, conduct and attitude. Excellent role model.		
	E29	To be an exemplary leader in dealings with staff, parents, pupils and outside agencies.		
	E30	A committed life-long learner, willing to undertake further training.		
	E31	Empathy with young people.		
	E32	Firm, but approachable manner.		
	E33	Ability to command respect and deal with pupils authoritatively.		

	E34	Ability to deal with pupils in a fair and consistent way.		
	E35	The ability to deal calmly with emotionally demanding young people and parents who may exhibit anger, distress or frustration.		
	E36	To challenge decisions, practice or actions which may not effectively ensure the safety or well-being of a child.		
Strengthening the Community	E37	Support and seek to develop the distinctive ethos of the school.		
	E38	Collaborate and network with other schools.		
	E39	Recognise and take account of the richness and diversity of the school's communities.		
	E40	Build and maintain effective relationships with parents, carers, partners and the community that enhance the education of all pupils.		
Other Requirements	E41	Working outside of school hours will be required.		
	E42	Ability to meet the travel requirements of the post. (A clean drivers licence).		