

Attendance Support Officer – Child Employment

Part-time: 18.5 hours per week **Role Type:** Permanent Role

Salary: Cognus Band 1B £14,516.82 per annum (0.5 FTE of £29,033.64)

Location: Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ (hybrid)

Cognus Limited is a Local Authority Traded Company, which is commissioned by the London Borough of Sutton to provide education services to early years providers, mainstream schools and specialist education settings in Sutton. Wholly owned by the local authority, we deliver a wide range of high-quality services to deliver excellent practice that improve the lives of children, young people, and families in Sutton and beyond.

The Cognus Inclusion Service is looking for a new Attendance Support Officer with a particular focus on child employment - ensuring that any children working do so within legal regulations and, for children in entertainment, with appropriate chaperones. The Attendance Support Officer would be able to work flexibly between attendance duties and child employment as required.

Whilst we continue to work in line with legislation and best practice, we are ambitious about developing the local area attendance agenda and are looking for individuals who are able to think creatively and flexibly about delivering statutory duties, while maintaining a focus on inclusive practice and the best outcomes for the children, young people, and families that we support.

We are looking for a professional who is passionate about the inclusion of children and young people in education and society. The successful candidate will be organised, creative and have excellent people skills. They will need to be confident with IT and able to deliver training virtually.

A strong background in administration is essential, whilst experience of education welfare, social care, education or the finance arena would be advantageous.

The Attendance Support Coordinator will be expected to be a role model for the professional behaviours outlined in the company Code of Conduct and to demonstrate.

[Cognus Mission and Values](#)

You will give us great commitment and in return we offer an excellent package including:

- i) Salary of £14,516.82 per annum (Cognus Band 1B, 0.5 FTE of £29,033.64)
- ii) Workplace pension scheme 4% to 8% matched contributions
- iii) 28 days annual leave pro rata (plus Bank Holidays)
- iv) Regular manager support and supervision



- v) Hybrid and flexible working
- vi) Staff benefits package, currently including Employee Assistance Programme, Perkbox and (upon completion of probation) Sovereign Healthcare Cashback plans
Cognus reserves the right to adjust these additional discretionary benefits to improve quality of their services provided, maintain affordability for the Company and to ensure benefits remain fit for purpose with staff needs.
- vii) Staff EDI group and Mental Health First Aiders to support wellbeing and inclusion
- viii) Cognus Coaching Programmes
- ix) An ambitious culture with friendly and supportive colleagues

If you are interested and would like to be considered for this role, please apply to recruitment@cognus.org.uk with the completed application form, downloaded from <https://www.cognus.org.uk/work-with-us/current-vacancies/cognus-application-form/>, outlining your suitability. The deadline for receipt is midnight on **Thursday 9th October 2025**. Candidates are requested to be available for interview on **Friday 17th October 2025**.

For an informal conversation about the role, please contact **Helen Taylor, Head of Inclusion**, by emailing Helen.Taylor@Cognus.org.uk.

All offers of employment are subject to successful completion of recruitment formalities which includes an enhanced DBS check. These checks must have been completed before the commencement of employment. We expect our staff to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Company and Sutton's Local Safeguarding Partnership.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.



JOB DESCRIPTION

POSITION:	Attendance Support Officer – Child Employment
DIVISION:	Attendance (Inclusion)
REPORTS TO:	Attendance Support Team Lead
GRADE/PAY:	Cognus Band 1B £14,516.82 per annum (0.5 FTE of £29,033.64)
LOCATION:	Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ (hybrid)

JOB SUMMARY

This role is part of the Inclusion Service that provides support to children and young people, families and educational settings and reports to the Inclusion Manager.

The main purpose of this role is to ensure that Cognus, on behalf of the London Borough of Sutton carries out its duties in relation to School Attendance which will include, the investigation of and issuing of Penalty Notices and Warning Letters to parents when required. You will also ensure the London Borough of Sutton carries out its duties in relation to Child Employment and Performance by carrying out necessary checks, providing training and issuing licences.

As a member of the Inclusion Service, you will deliver a professional service, providing advice and support to a range of stakeholders that include parents, carers, schools, multi-agency teams on elements of inclusion and the discharge of statutory duties. You will be responsible for undertaking the varied business support functions of the Company, including support of business processes, customer facing support, panels, and team trackers across the various teams within the Company.

You will provide a flexible approach supporting the Attendance Team and wider organisation as and when required and will be the first point of contact for families, schools, internal and external stakeholders on matters relating to attendance and child performance and will provide information, advice and guidance to support inquiries in the first instance.

The post holder is a role model of the professional behaviours outlined in the Company Code of Conduct and Leadership Capability documents.

PRINCIPLE ACCOUNTABILITIES:

1. To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Cognus Limited, education settings and Sutton Council's Safeguarding Children's Board.



2. To be a point of contact within the Attendance Service providing information, advice and guidance to schools and families relating to school attendance.
3. To investigate, issue and monitor the payments of Penalty Notices and notify schools of the outcome. To be responsible for the financial management of Penalty Notices using the LBS invoicing system.
4. To manage the issuing and recording of Child Employment Permits, Child Performance Licences and Chaperone's Licences for Cognus, working on behalf of the London Borough of Sutton.
5. To effectively use data for monitoring, evaluation and developing services in line with identified needs, training and development and publish service information for parents, carers, and other stakeholders on relevant platforms.
6. To attend team meetings and other meetings as required.
7. Carry out any other duties as reasonably required.

COMPETENCIES

1. **To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Cognus Limited, education settings and Sutton Council's Safeguarding Children's Board.**
 - a. Have a good understanding and awareness of safeguarding children and comply with all Safeguarding regulations, policies, and procedures, including national guidance and local policy and practice.
 - b. Attend all required safeguarding training.
 - c. Ensure safeguarding practice is embedded in all areas of work.
2. **To be a point of contact within the Attendance Service providing information, advice and guidance to schools and families relating to school attendance.**
 - a. To provide early help/initial support and advice to parents, carers, schools and other professionals on attendance matters.
 - b. Monitor the Attendance Team email in-boxes and answerphones and respond appropriately within timescales published in Cognus Policies.
 - c. Provide business admin support for the attendance team.
 - d. Provide support to families, schools, internal and external partners on matters relating to attendance and child employment – this may be done remotely or face to face.
 - e. Record all externally submitted referrals on appropriate Cognus and London Borough of Sutton databases, investigate discrepancies and liaise with internal and external stakeholders to ensure compliance to statutory regulations.



- f. Provide business admin support to the wider organisation as and when required to cover sickness, holidays, and peak workflows.
- 3. To investigate, issue, and monitor the payments of Penalty Notices and notify the school of the outcome. To be responsible for the financial management of Penalty Notices using the LBS invoicing system**
- a. Work to ensure that the Council's and schools' duties in respect of school attendance are met.
 - b. Process Penalty Notices (issuing invoices to parents where necessary) up to the point they are transferred to the Court Officer, ensuring information of prior support offered to families is evidenced.
 - c. Be responsible for meeting essential legal deadlines to ensure viable transfer of cases to court. Liaise with the Courts Officer and agree the process for handing over cases where appropriate.
- 4. To manage the issuing and recording of Child Employment Permits, Child Performance Licences and Chaperone's Licences for Cognus, working on behalf of the London Borough of Sutton**
- a. To carry out all necessary checks to ensure legal licences are issued and that children are working safely within regulations. Issue Child Performance Licences for children in liaison with production companies, performance agencies, employers, and other external agencies.
 - b. To maintain an up-to-date knowledge of current Child Employment and Performance Legislation and Byelaws and advise Inclusion Manager of any concerns or contraventions of legislation.
 - c. To issue Chaperone's Licences on application and carry out DBS and other checks as necessary.
 - d. To provide training to chaperones to enable them to carry out the role appropriately and safely.
 - e. To keep accurate records, recording all work using relevant Cognus database as advised – from initial request for a licence through to its issue.
 - f. Ensure all licences and permits are issued securely and in compliance with GDPR regulations.
 - g. To co-ordinate and carry out inspection to employers and places of performance of children to ensure they are working legally and safely. Write reports on the inspections made, to include details of risk assessments and health and safety checks and distribute as appropriate.
 - h. Ensure information relating to child employment and performance is current and accurate on the website, and appropriate for pupils, parents, schools and the wider community.
 - i. To act as the Cognus/London Borough of Sutton's representative at the South-East and London Network (SEAL) and the National Network for Child Employment and Entertainment (NNCEE).



5. **Effectively use data for monitoring, evaluation and developing services in line with identified needs, training and development and publish service information for parents, carers, and other stakeholders on relevant platforms.**
- a. Provide accurate and effective statistics on attendance and child employment statistics for internal and external stakeholders as required.
 - b. Maintain relevant statistical and management information, provide reports and key performance information (KPI) as required.
 - c. To record, update and maintain data on required database systems and create spreadsheets and documents.
 - d. To effectively use data for monitoring, evaluation and develop and publish service information for stakeholders.
 - e. Develop and maintain guidance and information relating to penalty notices, ensuring that it is current, accurate and published on relevant platforms including websites, as well as publications and literature.
 - f. Ensure the accessibility of comprehensive information for parents/carers, and stakeholders.
 - g. Disseminate statutory updates to stakeholders and incorporate into local policies and practice as necessary.
 - h. Develop and maintain standard operating procedures for areas of work in line with the company quality requirements and standards.
6. **Carry out any other duties as reasonably required.**

GENERIC OBJECTIVES:

Contribute to Cognus Limited's business objectives at the appropriate level by ensuring every child matters and has access to education and learning opportunities, including:

- a) Health and safety
- b) Safeguarding and protection of children
- c) Equal opportunities and management of diversity
- d) Data protection
- e) Outstanding Customer care

GENERAL:

SAFER RECRUITMENT:

Cognus is committed to safeguarding and protecting the children and young people that it works with. An offer of employment is subject to safer recruitment practices which include an enhanced DBS check, two professional references acceptable to Cognus Limited, proof of qualifications, proof of right to work in the UK, proof of personal address and employment



history covering 5 years and, fitness to work with children (occupational health assessment). These checks must have been completed prior to commencement of employment. We have a range of policies and procedures in place which promote safeguarding and safer working practices across the organisation.

PROCESSING OF DATA:

- a) You (“the employee”) consent to the holding and processing of personal data provided by you to the Company (“the Company”) for all purposes relating to your employment, but not limited to administering and maintaining personnel records, paying and reviewing salary and other remuneration and benefits, undertaking performance appraisals and reviews, the compulsory Disclosure and Barring Services check (DBS) details in line with its statutory responsibility to safeguard and protect children and vulnerable service users; maintaining sickness and other absence records and taking decisions as to your fitness for work.
- b) You hereby acknowledge and agree that the Company may, in the course of its general and statutory duties as an employer be required to disclose personal data relating to you for legislative purposes during or after the end of your employment. This does not affect your statutory rights under the General Data Protection Regulation 2018.

CONFIDENTIALITY AGREEMENT:

- a) During the course of your employment, you will have access to and knowledge of Company confidential information and trade secrets.
- b) Disclosure of any of this confidential information and/or trade secrets could have serious financial consequences and/or create serious competitive disadvantages for the Company. There may be material damage, financial or otherwise, deliberate or otherwise, to the Company’s legitimate business interest.
- c) Under the terms of this confidentiality agreement, you agree to keep secret and shall not at any time, either during employment or post-employment, use, communicate or reveal to any person any trade secret or confidential information relating to the Company or any Associated Company.
- d) You are aware of the Company’s policies in relation to compliance with the General Data Protection Regulation and undertake to act in accordance with these at all times. Any breach of these policies will be dealt with under the Company’s disciplinary procedure and action taken can include dismissal without notice.

This job description and person specification outlines the summary of key accountabilities and is not an exhaustive list of duties and, is subject to periodical review and changes in line with the business needs.



PERSON SPECIFICATION

The main duties and responsibilities of the post holder are indicated below although other duties of an appropriate level and nature will also be required.

No	Description	Criteria
a	Values safeguarding practices and the protection of children and young people, to understand and engage with policies and practice to achieve this aim.	E, S, I
b	Experience of working in school, business or finance administration or equivalent field. Previous experience in education settings an advantage.	E, S, I
c	Working knowledge and understanding of educational legislation relevant to school attendance, penalty notices and/or child employment.	D, S, I
d	Willingness and ability to learn the law and regulations relating to Education and Child Employment.	E, S, I
e	Experience of using a wide range of IT packages, including financial systems, in a business environment, and to use these to deliver a cost-effective and customer-focused service.	E, S, I
f	Excellent communication skills, including presenting data and statistics in appropriate formats and able to communicate clearly and concisely.	E, S, I
g	Values strong partnership working schools, parents, carers, internal and external stakeholders across education, health and social care.	E, S, I
h	Strong organisation skills and ability to manage time effectively, to work on own initiative to manage and prioritise own workload, setting appropriate objectives and deadlines and attention to detail.	E, S, I
i	Ability to provide a customer-focused approach to service delivery, and participate in identifying and implementing opportunities for improving the service.	E, S, I
j	Ability to analyse information, and considering alternative solutions, adapting to new ways of working where necessary.	E, S, I
k	Willingness to undertake ongoing learning, training, and development.	E
l	Carry out duties in line with the professional behaviours in the Company Code of Conduct, policies and procedures and Leadership Capability documents.	E
m	Work flexibly, able to re-arrange work in relation to changing priorities and to meet the needs of the business.	E
n	Honours and upholds the Company's Equal Opportunity Policy, Dignity at Work Policy, Safeguarding and Protection of Children, Health and Safety and Data Protection Policy at all times. Understanding of confidentiality, GDPR and information governance issues and how these are observed and maintained.	E

KEY:		D	Desirable	I	Evaluated at interview
E	Essential	S	Short listing criteria	T	Subject to test

