

JOB FAMILIES ~ Business Support

Job Title: Education Welfare Assistant ~ Education Inclusion Service

Level descriptor – Level 5

Role purpose:

The Education Welfare Assistant's role is to support the day-to-day functions of the Education Welfare Service. They will support with the administration of processes for Children Missing Education (CME), Elective Home Education (EHE), fixed penalty notices, and also supporting general queries on school attendance and other statutory duties of the Education Welfare Service including children who are not receiving a full-time education.

This role includes initial triage of queries received for the Education Welfare Service and making contact as necessary with schools, parents, and other agencies. The role will also include maintaining databases, gathering information about pupils, processing paperwork from schools; maintaining electronic filing systems, running reports, gathering data and other associated and general administrative duties, on some occasions staff within this role may be asked to support the Education welfare Officer by undertaking a home visit. Staff within this role must understand the statutory and legislative framework of the Education Welfare Service. It is expected that on a day-to-day basis the staff within this role can prioritise their workload, although supervision and direction from the manager of the service is available.

Typical activities

Receive email and telephone queries for the service, act as the first port of call for the Education Welfare Service.

Deal with general queries about attendance, children missing education and penalty notices and offer initial advice and information.

Triage queries and refer as appropriate to the Education Welfare Officer, Elective Home Education Officer or to the Manager of the service.

Maintain the Capita One database for children missing education, elective home education, school attendance and fixed penalty notices.

Liaise as appropriate with schools, parents and other agencies on a range of issues for the Education Welfare Service.

Develop and maintain records and filing systems for the service.

Apply knowledge and skills of relevant legislation to support the team's objectives, effectiveness, and compliance with statutory processes.

Provide information and advice on a range of issues for the Education Welfare Service and to signpost where/when needed.

Knowledge, skills & experience

Level 2 Maths and English or equivalent

Level 3 or 4 qualifications or equivalent to demonstrate technically specific skills relating to Business Support/ICT/Administration.

Evidence of a high level of ICT skills (user).

Practical work experience in a role using transferable skills including the ability to manage own work and a 'can do' approach.

An awareness and general understanding of legislation for attendance, Children Missing Education, Elective Home Education.

Ability to work with internal colleagues and partner agencies including schools and colleges.

Capability to work with other Local Authority colleagues to provide a streamlined service for those pupils moving in and out of North Somerset and those children that are Looked After.

Ability to present data and MI clearly and confidently.

Ability to work without close supervision and recognise professional boundaries and seek advice when appropriate.

<p>Receive and process incoming information/reports/emails etc and make recommendations to support decision making by the Education Welfare Officers and Manager of the service.</p> <p>Be prepared to undertake home visit for the service under the instruction of the Education Welfare Officer.</p> <p>Maintain web information for the service, ensuring that it is up to date and accurate.</p> <p>To deal with initial complaints sensitively and professionally, referring the more serious to senior managers.</p> <p>Contribute to developments in services and implement agreed changes to improve service delivery.</p>	
Performance measures	Competencies
<p>1:1 supervisions monthly.</p> <p>Support team to be compliant with statutory timescales.</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice</p> <p><u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate interventions/activities etc</p> <p><u>Problem solving & judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others, application of technical knowledge to problems</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines</p> <p><u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.

The entering of your name and date below will be treated as your signature for declaration purposes.

Effective Date:

Issued on:

Name:

Date: