

Business Support Officer – Tribunals and Mediation

Scale point: 29 - 34 | Hybrid working - Home and office working as required across Windsor and Maidenhead | Permanent | Full time

# About the Service

As a Business Support Officer, you will be based in the SEND Service and will be primarily working with our mediation and tribunal service Manager, as well as SEN assessment coordinators, schools, parents and carers, wider support services and partner agencies. Our staff need to have excellent attention to detail and the ability to work in a fast-paced environment delivering statutory and non-statutory tasks. Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families, in the most effective and efficient way. As a result, the key tasks in any job profile may be varied.

**About the role**

This role provides both virtual and onsite support (minimum 1 day a week) across the mediation and tribunal service. We are looking for a Business Support Officer to join our team at a time of exciting and positive transformational change. Reporting to the SEND Mediation and Tribunal Manager, the post holder will assist in the management of business support operations of statutory duties including service operations, timely statutory duties, service data and outcomes, ensuring all legal duties are carried out efficiently and effectively with the highest possible customer service standards. This varied role will offer the successful candidate the opportunity to become multi-skilled in functions across the teams, will have a commitment to providing a highly professional standard of work, together with strong organisational and interpersonal skills.

The successful candidate will have knowledge, skills and understanding of the role and operations and be expected to be a quick learner and be able to prioritise your own workload - as well as supporting others within the SEN Service with theirs at peak times, and work to tight deadlines. You will be expected to learn how to navigate in-house ICT systems to work with data and information and will be required to work flexibly to meet service needs. The role requires excellent customer and communication skills with the ability to deal with confrontational situations in a high-pressure environment.

# About you: our role specification

## Qualifications

* Educated to GCSE level C or above (or equivalent) in Mathematics and English
* Proven evidence of continued professional development

## Skills and experience

* Knowledge of statutory legislation (for example the SEN Code of Practice) and national policy drivers that will affect children’s services and your role.
* Ability to prepare responses for tribunal appeals, liaising with AfC’s legal services, AfC’s SEND Service Managers; EHC Coordinator Managers / Team Leaders and EHC Coordinators, advising on the legal aspects of SEND cases.
* Coordinate and collate information to support the Local Authority where there are disputes about SEND support arrangements including preparing evidence for the Local Government and Social Care Ombudsman enquiries.
* Experience in processing confidential data and impact measures.
* Proven ability to effectively use data, data dashboards intelligence and evidence to create meaningful insight to support both decision making.
* Experience of keeping and maintaining records (in accordance with local policy).
* Proven ability to manage specific projects and ensure deadlines are achieved eg, set up of a new service and the recording systems that are required to track referral of cases, demographics, impact measures and signposting.
* Experience of working with others to provide seamless shared support on behalf of an executive office - this also includes liaising with Councillors/Directors/ and other Senior Managers, professional bodies, parents/carers, schools , early years providers and other local authorities.
* You would be expected to work positively, ethically and inclusively with colleagues and customers so there is no discrimination against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

## Personal attributes

* A passion for Achieving for Children’s vision, mission and values to support children and young people to live safe, happy, healthy and successful lives.
* Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking.
* Able to work flexibly and independently with limited management oversight.
* Personal determination, drive, energy and ambition to overcome obstacles, achieve challenging objectives, celebrate success and deliver excellent outcomes for children. Taking a strength based approach to managing situations.
* Experience of building strong partnerships, maintaining relationships and co-producing solutions to challenges across a diverse set of stakeholders, including schools, parents/carers and community providers.
* Outstanding communication and interpersonal skills that are open, honest, persuasive and pragmatic, including excellent negotiation and influencing skills.

*\*The post holder will be expected to undertake other duties commensurate with the grade of the post, including deputising or working flexibly across the week to meet the business demands. This job profile is provided for guidance only. Version\_0.1\_June 2020 2*