

JOB DESCRIPTION

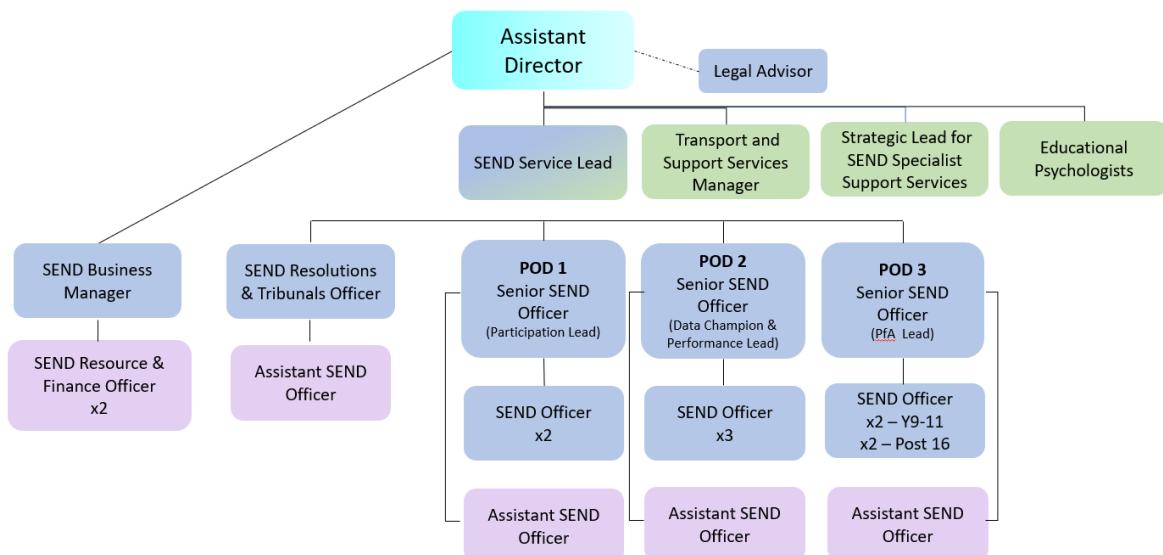
Job Title:	Assistant SEND Officer		
Directorate:	People	Salary:	£30,024 - £35,412 plus £729 London Weighting
Section:	E&L SEND Service	Grade:	BG-H SP 15-24
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

- To support the effective and efficient delivery of the provision of services within SEND Statutory Services working collaboratively with colleagues across all relevant teams.
- To provide high-quality confidential support in relation to coordination, administration, and implementation of all aspects of the SEND Team's work including those casework tasks as identified within the individual process maps.
- To work closely with other Assistant SEND Officers and SEND Officers within the team to integrate and further develop processes and systems.
- To contribute towards training new staff, enhancing induction and training materials, and developing an efficient and effective wider administration service in relation to the provision and review of Education, Health and Care plans.

Designation of post and position within departmental structure

The postholder will report to a Senior SEND Officer.



Daily and monthly responsibilities

1. To support the effective and efficient delivery of the provision of services within SEND Statutory Services including coordination, administration and collation of information in line with statutory guidance.
2. To provide high quality confidential support in relation to coordination, administration, and implementation of all aspects of the SEND Team's work.
3. Responsible for liaising with internal and external stakeholders including Parents/Carers, Schools and other professionals, and issuing high-quality written correspondence in line with statutory requirements and internal process maps. For example, panel outcome letters, recording panel decisions.
4. Responsible for information management, including maintaining and updating documentation on shared systems, and the case management system, Capita ONE, with due regard to data security.
5. To support all SEN Team members to ensure that documentation is appropriately recorded on the required system, that all required persons have appropriate access to data and utilise central storage systems for this purpose (SharePoint).
6. Responsible for making arrangements for meetings, workshops and other events as required.
7. Collate the timely preparation and circulation of meeting papers, action notes and following up on action points.
8. Coordinate and provide administrative support in delivery of the team's response to Freedom of Information (FOI's) and Subject Access Requests (SARs) to ensure deadlines are adhered to as required.
9. To work closely with other officers within the team to integrate and develop processes and systems, and to contribute towards training new staff and developing an efficient and effective wider administration service in line with the team's process mapping and procedures.
10. To provide effective and efficient administrative support to the wider SEND Service, including (but not limited to); responsibility for managing and responding to email correspondence in the team email drop boxes, taking and distributing high-quality minutes for internal and external meetings, supporting with telephone and email correspondence, and providing diary management and hoc support for the Head of Service and Head of SEND as and when required.
11. To work closely with colleagues in the wider SEND Service Business Support Team to ensure that enquiries are responded to in a timely manner and in line with statutory timescales.
12. To carry out the above duties in line with corporate policies and statutory guidance including Data Protection, Freedom of Information etc.

It is expected that the post-holder may engage in other duties as delegated or which may be appropriate to the post, and to engage in planned professional development in accordance with the building capacity programme.

Scope of role

This role has no line management or budget management responsibilities.

The post-holder will have considerable contact with internal and external stakeholders which may include, but is not limited to, staff within the team, Parents/Carers, Schools and other professionals including Health and Social Care.

At all times:

- Commitment to the Council's Equal Opportunities policy.
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Qualification in Business Administration NVQ Level 3, or equivalent or qualified by experience</p> <p>Educated to a minimum GCSE standard (5 GCSE Grades A-C, including English, Maths and ICT), or equivalent</p>	<p>Minute Clerk qualification</p> <p>A recognised IT qualification (e.g., ECDL)</p> <p>Working knowledge of SharePoint and Teams</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare</p> <p>Excellent IT skills including use of Microsoft Outlook, Word, PowerPoint, Excel and experience of using databases for accurate data input and interpretation</p> <p>Excellent interpersonal skills with the ability to communicate clearly and confidently both orally and in writing with officers at all levels in the Council, plus external partners and stakeholders including parents, carers, schools and other professionals</p> <p>Able to take a creative approach to problem solving</p> <p>Excellent time management and organisational skills, with experience of working in a fast-paced environment and prioritising to meet deadlines and targets</p> <p>Ability to work as part of a team and assist other staff and management to meet their deadlines and targets</p> <p>Discrete and used to dealing with confidential material</p> <p>Previous administration experience in an office environment</p> <p>The ability to follow procedures consistently</p>	<p>Previous experience in Education/working with children and young people</p> <p>Knowledge of the 1996 Education Act, Children and Families Act 2014, and associated SEN Code of Practice and Guidance documentation</p>

	<p>Excellent attention to detail, and proven ability to maintain records accurately</p> <p>Motivated, with the ability to work under own initiative flexibly balancing several competing tasks and projects simultaneously, often under pressure working to deadlines</p> <p>Resilient with a positive 'can do' approach to new challenges</p>
Work-related Personal Requirements	<p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time</p> <p>Ability to work accurately under pressure and within agreed deadlines</p> <p>Ability to maintain confidentiality and to deal with sensitive issues with tact and discretion</p> <p>A flexible approach</p> <p>Capacity to use initiative to solve problems</p> <p>Ability to represent the department in a professional and confident manner</p>
Other Work Requirements	<p>A satisfactory Basic Disclosure and Barring Service check</p> <p>Commitment to ongoing personal development and training in order to maintain an up-to-date knowledge of SEN legislation and practice, and to develop skills in ICT and other areas</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities</p> <p>We make our values real by demonstrating them in how we behave every day</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

