

Grading

Job Description and Employee Specification

<u>Job title:</u> Business Support Assistant	<u>Service area:</u> Children & Families
<u>Post number:</u>	<u>Division:</u> Education
<u>Grade:</u>	<u>Section/team:</u> SEND and Children's Disability
<u>Overall purpose of job:</u> To provide an efficient and effective clerical and administration support to the Special Educational Needs and Disability (SEND) and Children's Disability Team.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Provide clerical support regarding working documents for staff in the SEND and Children's Disability Team, within the assessment framework and procedures. 2. Act as the first point of contact for members of the public and other agencies, via telephone and email, in relation to the Education, Health & Care (EHC) needs assessment process, signposting and referring matters to senior staff as appropriate. 3. Respond to queries from members of the public and other agencies via telephone and email using own initiative in relation to SEND and providing appropriate signposting. 4. Provide word processing, spreadsheet data entry and IT support as required with regular maintenance of all data stored on Council Management Information Systems (MIS). 5. Provide support to the SEND and Children's Disability Team in respect of maintenance of diaries and arranging meetings etc. 6. Service meetings as required to document and disseminate accurate minutes and ensuring follow-up actions are referred to the appropriate officer as necessary. Minute taking will be of a confidential nature and may be complex. 7. Undertake clerical duties including, but not limited to, digital filing, photocopying, emailing, printing, mail sorting / posting, electronic and manual document collating / distribution and making telephone calls to follow up queries.	

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8. Receive, file and record as necessary, documentation related to the SEND process, both manually and electronically, ensuring work is completed within relevant timescales.
9. Collate, circulate and provide information relevant to EHC needs assessments and the work of the SEND Team which requires a degree of interpretation and initiative.
10. Performs other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Knowledge, skills and experience:

- Skilled in using IT Software (i.e. Word, Excel, Email. Internet)
- Good literacy and numeracy skills.
- Good interpersonal skills, both written and verbal.
- Experience of communication via different media (in person, via phone, video calls and email).
- Ability to relate to children / young people and families in a sensitive and professional manner, maintaining confidentiality.
- Ability to communicate effectively with a wide range of people with a variety of needs.
- Ability to prioritise own workload working to strict deadlines.
- Ability to work on own initiative and function effectively as part of a busy team.
- Ability to respond flexibly to the changing demands of the team.
- Ability to issue practical signposting to parents / professionals regarding issues and concerns.
- Ability to handle cash and experience of associated processes.
- Understanding of SEND legislation, regulations and procedures.
- Understanding of SEND in the schools' context.
- Knowledge of the Data Protection Act (2018) and GDPR.

Creativity and innovation:

- Contribute to the setting of good working practice in the team.
- Create and maintain appropriate files / documents to provide information and monitor progress, developing creative ways to present data in meaningful ways.
- Make recommendations for improvements to systems and processes within the SEND and Children's Disability teams.

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- Solve queries and issues raised by families, colleagues or external agencies relating to finance or the EHC process with guidance from statutory and local policies.

Contacts and relationships:**Daily contact**

- SEND and Children's Disability Team – in the provision of administrative support.
- Daily contact with parents / carers and parental representatives, providing information and answering queries, ensuring the support they receive is appropriate, meets their needs and is of good quality. Issues arising will frequently not be straightforward and will require a level of sensitivity and diplomacy.
- Act as first point of contact for the public daily regarding information about EHC needs assessment process, dealing with enquiries and signposting to other sources of information.
- Schools and other educational providers. Providing information and answering queries.

Frequent Contact

- Managers at all levels. Providing information, answering queries, and arranging meetings.
- Health professionals. Providing information and answering queries and dealing with the exchange of information.
- Children & Families colleagues. Providing information and answering queries.
- Finance colleagues. Seeking advice and guidance and following up queries relating to the processing of payments.
- External agencies. Providing information and answering queries.

Decision making:

- Make decisions on how to process information provided by parents / carers / schools / other agencies in relation to the SEND framework.
- Make decisions on diary availability for senior officers.
- Contribute to decisions on improvements to operational procedures / practice.
- Arrange appropriate venues for meetings as required.
- Make decisions regarding when to refer issues to senior officers or fellow team members as necessary.
- Prioritise workload and negotiate with colleagues / other agencies in order to manage time effectively.
- Decides on the appropriate format of response when dealing with enquiries from members of the public.

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• Signposts staff and public enquiries accordingly. •
<u>Responsibility for resources:</u> IT and office equipment. <u>Financial resources:</u> Handling up to £30 cash per day.

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WORK ENVIRONMENT

Work demands:

- Respond to demands of procedures and timescales, dealing with conflicting priorities between urgent and non-routine tasks regarding assessment.
- Regular interruptions by telephone calls when undertaking daily tasks.
- Invoices to be processed within agreed timescales.
- To respond immediately to requests and issues raised by schools, parents and other agencies.
- Provision of information and administrative support over and above routine tasks, at short notice when required.
- Meet the workload demands within SEND procedures.

Physical demands:

- Significant time spent working on a desk-top computer and VDU screen.
- Sitting for long periods

Working conditions:

Working in an agile way between Council buildings and home to suit the business need.

Work context:

Minimal risk.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

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Are posts in more than one location? Yes ☐ No ☒

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☒

Please indicate which post(s)

Lead Officer Children’s Disability

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Practice Supervisor

|

Business Support Lead

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Business Support Assistant

Job Description Version Control	
Date evaluated	N/A
Date updated	01/12/2023
Updated by (manager name)	Karen Johnsen
Checked by (HR name)	Marie MacBeath

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Experience of using IT Software (i.e. Word, Excel, Email. Internet) • Good interpersonal skills, both written and verbal. • Experience of communication via different media (in person, via phone, video calls and email). • Ability to relate to children / young people and families in a sensitive and professional manner, maintaining confidentiality. • Ability to communicate effectively with a wide range of people with a variety of needs. • Ability to prioritise own workload working to strict deadlines. • Ability to work on own initiative and function effectively as part of a busy team. • Ability to respond flexibly to the changing demands of the team. • Ability to issue practical signposting to parents / professionals regarding issues and concerns. • Understanding of SEND legislation, regulations and procedures. • Understanding of SEND in the schools' context. • Knowledge of the Data Protection Act (2018) and GDPR.	
Knowledge, Skills and Experience	Interview
•	
Education, Training and Qualifications	Original documents
•	
Working Arrangements	Interview
• Ability to work flexibly to the changing demands of the team	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Use of the NLC electronic financial system. • Experience of working to financial guidelines including raising orders and processing invoices. • Experience of working within the context of SEND relating to Schools and families. • Experience of providing customer service to the general public. • Experience of working in a confidential, busy team environment with electronic information support systems.	

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Knowledge, Skills and Experience	Interview
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Education, Training and Qualifications	Original documents
- Customer Service Training - Good standard of education (particularly Maths and English).	
Working Arrangements	Interview
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THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐No ☒

Political restriction

Yes ☐No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☒No ☐

• Version Control

Author	HR Policy Team
Status	V0.1
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Last updated	21 December 2021