Grading
Job Description and Employee Specification

Job title: Business Support Assistant	**Service area:** Children & Families
Post number: EDEH0012	**Division:** Education
Grade: 4	**Section/team:** SEND and Disability Team

Overall purpose of job:

To provide efficient and effective clerical and administrative 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.

Main responsibilities:

1. Provide clerical and administrative support to the SEND and Children's Disability Team in accordance with agreed assessment frameworks, procedures and timescales.

2. Act as a first point of contact for members of the public, schools and partner agencies via telephone and email, responding to enquiries relating to the Education, Health and Care (EHC) needs assessment process and signposting matters to appropriate officers as required.

3. Respond to routine and non-routine queries using own initiative within established procedures, exercising sensitivity and discretion when dealing with families and professionals.

4. Provide word processing, spreadsheet data entry and general IT support, including the accurate maintenance of information on Council Management Information Systems (MIS).

5. Support the SEND and Children's Disability Team with diary management, meeting coordination and administrative arrangements.

6. Service meetings as required, including the preparation, recording and circulation of accurate and timely minutes, which may be confidential and complex in nature, and ensuring follow-up actions are appropriately directed.

7. Undertake general clerical duties including digital filing, scanning, photocopying, emailing, printing, mail handling, document collation and distribution, and follow-up telephone calls.

8. Receive, record, file and maintain documentation relating to SEND processes, both electronically and manually, ensuring accuracy, confidentiality and compliance with agreed timescales.

9. Collate, circulate and provide information relevant to EHC needs assessments and SEND team activity, requiring a degree of interpretation, judgement and initiative within established guidelines.

Knowledge, skills and experience:

- Competent in the use of IT software including Microsoft Word, Excel, email and internet-based systems.
- Good literacy and numeracy skills.
- Effective written and verbal communication skills, with the ability to communicate clearly and sensitively with a wide range of audiences.
- Experience of communicating via a range of media, including face-to-face, telephone, video calls and email.
- Ability to relate to children, young people and families in a sensitive, professional and confidential manner.
- Ability to prioritise and manage own workload to meet deadlines in a busy and demanding environment.
- Ability to work effectively on own initiative and as part of a team.
- Ability to respond flexibly to changing demands and priorities.
- Ability to provide practical information and signposting to parents, carers and professionals within agreed procedures.

- Working knowledge of SEND legislation, regulations and procedures relevant to administrative processes.
- An understanding of how SEND operates within schools and education settings.
- Knowledge of the Data Protection Act (2018) and General Data Protection Regulation (GDPR).
- Experience of handling small amounts of cash and associated administrative processes, in line with council financial procedures.

Creativity and innovation:

- Contribute to the development and maintenance of effective administrative and working practices within the team.
- Create and maintain appropriate files, records and documents to support service delivery and monitor progress, presenting information in clear and meaningful ways.
- Identify opportunities and make suggestions for improvements to systems and processes within the SEND and Children's Disability Teams.
- Resolve routine queries and issues raised by families, colleagues or external agencies relating to finance or SEND processes, seeking guidance where required in line with 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 the appropriate processing and handling of information provided by parents, carers, schools and other agencies, in line with SEND procedures.
- Decide on diary availability and meeting arrangements for senior officers.
- Contribute to decisions regarding improvements to operational procedures and administrative practice.
- Arrange appropriate venues and logistical arrangements for meetings and events.
- Decide when issues or enquiries need to be escalated to senior officers or other team members.
- Prioritise own workload and negotiate with colleagues and external agencies to manage time effectively.
- Determine the appropriate format and method of response when dealing with public enquiries, ensuring accurate signposting.

Responsibility for resources:

IT and office equipment.

Financial resources:

Handling up to £30 cash per day.

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: 0

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

Please indicate which post(s)
_____

Head of Virtual School and Inclusion

Senior Educational Psychologist

Business Support Assistant

Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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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
•	
Education, Training and Qualifications	**Original documents**
• Customer Service Training • Good standard of education (particularly Maths and English).	
Working Arrangements	**Interview**
•	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No P**
Political restriction	
Yes ☐	**No P**
The ability to speak fluent English under the Immigration Act 2016	
Yes P	**No** ☐

• Version Control	
Author	
Status	
Date approved	
Last updated	