

Kent County Council

Job Description: *SEN Area Business Support Officer KR5*

Directorate:	Children, Young People and Education
Division:	Special Educational Needs & Resources
Grade:	KR5
Responsible to:	KR9

Purpose of the Job:

Provide an administrative support service to assist in the efficient running of the Area Assessment and Placement Office, whose role it is to undertake the statutory assessment process and carry out the day to day duties associated with arranging provision for children and young people with special educational needs. You will need to have a high level of office skills and be able to work in a pressurised environment responding to young people and the parents and carers of children and young people in a professional, courteous and informative manner.

Main duties and responsibilities:

1. To act as the main point of contact for the team and/or manager, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person and managing follow ups and timescales as appropriate. To ensure you are able to provide information to parents/carers and signpost onward where needed.
2. To collate and provide information, data and statistics in appropriate formats to include graphical representation of data on a regular basis. This will include collation of regular reports to inform trend data and to contribute to service forward planning.
3. To supervise of a small team of administrative staff to ensure appropriate business support is provided to the Assessment and Placement team to enable completion of statutory targets/timescales if required.
4. To produce word processing and draft routine correspondence as directed, tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high quality service to the team.
5. To develop, maintain and monitor all office systems, including database and filing systems, both computerised and manual, to ensure systems are adapted where necessary to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
6. To support the day-to-day clerical and administrative functions of the team.
7. To arrange and co-ordinate appointments and meetings on behalf of the team/line manager, manage diaries as required and support the organisation of large gatherings involving external agencies and speakers, dispatching the relevant documents and taking minutes where require, to ensure the whole process runs smoothly and that any action points are followed up at the end of the meeting.
8. Provide support for a range of administrative tracking systems, including monitoring initiatives and projects as directed; finance, monitor correspondence, complaints,

annual and sick leave and ensure follow up and relevant action is taken as necessary.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *SEN Area Business Support Officer KR5*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• NVQ 2 (or equivalent)• Willingness to work towards NVQ3 in Administration or equivalent if required
EXPERIENCE	<ul style="list-style-type: none">• Practical experience in a similar environment• Office administration experience• Experience of drafting correspondence
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions• Interpersonal, organisational and administrative skills• Ability to develop and maintain effective computerised and manual filing systems• Ability to organise and prioritise workload to achieve deadlines• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Ability to monitor and process accurate financial records• Commitment to equalities and the promotion of diversity in all aspects of working

KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of the services provided by the team • Knowledge of a range of IT systems • Awareness of Data Protection and confidentiality issues • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety • Excellent knowledge of office systems and processes
BEHAVIOURS	<ul style="list-style-type: none"> • Able to deal confidently with people at all levels, including the ability to manage difficult conversations and service users who may be frustrated. • Works well under pressure • Able to manage information in a sensitive manager ensuring confidentiality when required • Ability to work as part of a team <p>Truth and judgement</p> <p>Conversation and compassion</p> <p>Empowerment and enterprise</p> <ul style="list-style-type: none"> • Have a 'can do' attitude, be positive, deal with things here and now • People and partnerships • <p>Character and courage</p> <ul style="list-style-type: none"> • Be proud of the work we do as one council, delivering positive outcomes • <p>Outcomes and delivery</p> <ul style="list-style-type: none"> • Understand the priorities and work within the agreed timescales <p>Radicalism and urgency</p> <p>Tools and professionalism</p> <ul style="list-style-type: none"> • Ensure that your knowledge and skills are kept up to date