

## Job Description

<b>Job Title</b>	SEND Business Support Apprentice
<b>Directorate</b>	Children and Young Peoples Services
<b>Service Area</b>	Early Help
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£24,413
<b>Job Type</b>	Hybrid
<b>Location</b>	Parklands (Speke, Liverpool L24)
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	Not Applicable - Apprentice

## Job Purpose

An 18-month fixed term apprenticeship in Business Administration working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Support the EHCP Assessment and Pupil Support Team in providing high quality business support to a team of officers serving a group of schools, settings and families

Service a number of panels within the EHCP Assessment and Pupil Support Team



### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

SEND Statutory Data and Performance Officer

### **Main Areas of Responsibility:**

- Provide high quality administrative support to local authority SEN panels including the provision of comprehensive support documentation for each case referred
- Organise, prepare, collate and circulate agendas and supporting documents in relation to panel meetings
- Attend all relevant panel meetings, where appropriate, for the purpose of minute taking and undertake follow up work from panels including circulation of minutes, informing relevant parties of outcomes and ensuring that cases are re-referred as appropriate
- Assist in the development of the collection of data and continue to improve analysis of data to support the work of individual teams and panels
- Provide administrative support to statutory processes and procedures
- Ensure that accurate information is recorded on relevant IT systems and undertake a support function and link with the Strategic Intelligence Team on the management and utilisation of data
- Manage the exchange of sensitive or contentious information with managers, maintaining confidentiality at all times
- Co-ordinate the processing of orders and the issuing and payment of invoices for the SEN Team using the LCC financial management system

- Assist in the co-ordination and preparation of national and local Performance Indicators, data retrieval and management information
- Co-ordinate and manage archived and paperless files
- Undertake a support function on information sharing and data protection

### **Supervision and Management Responsibility:**

- This post has no supervisory or line manager responsibility

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

- The post will require you to sit for extended periods of time and use ICT equipment

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act 2018
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- 4 GCSEs A\* to C or 9-4 including Maths and English (or equivalent) (A,I)

### Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification (A,I)

## Experience

### Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, PowerPoint and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)

### Desirable

- An understanding of the work SEND teams provide to our families

## Skills/Abilities

### Essential

- Able to input data with accuracy and precision (A,I)
- Demonstrate excellent communication skills both verbal and written (A,I)
- Able to follow procedures to ensure work carried out meets the requirement of the customer (A,I)
- Good organisational skills with the ability to prioritise workloads to meet deadlines (A,I)
- Able to work as part of a team to meet business objectives (A,I)

### Desirable

- Awareness of Data Protection and confidentiality
- Awareness of the Children and Families Act 2014

## Commitment

### Essential

- Complete all elements of the Business Administrator Level 3 Apprenticeship (A,I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council