

## Job Description

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|---------------------------------------------|--------------------------------------------------|
| <b>Job Title</b>                            | Business Support Officer (SEND)                  |
| <b>Directorate</b>                          | Children and Young People's Services             |
| <b>Service Area</b>                         | SEND Service                                     |
| <b>Grade</b>                                | 4                                                |
| <b>Competency Level</b>                     | 1                                                |
| <b>Salary</b>                               | £27,254- £31,022                                 |
| <b>Job Type</b>                             | Hybrid                                           |
| <b>Location</b>                             | City Wide                                        |
| <b>Disclosure and barring service (DBS)</b> | Enhanced (Child workforce and Child Barred List) |
| <b>Job Evaluation Ref No</b>                |                                                  |

## Job Purpose

Support our SEND Employment Support Officer, to deliver supported internships and supported employment programmes across the City. Work with Host businesses, employers and education providers to deliver supported internship and supported employment opportunities. Supporting Access to Work applications, support plans and monthly claims, carrying our business admin tasks.



## Directly Responsible For:

Not Applicable

## Directly Responsible To:

SEND Employment Support Officer

## Main Areas of Responsibility:

- Have a professional working relationship with partners, colleagues, and employers across the City
- Support the Intern to Work team with marketing of events, including designing flyers and social media posts
- Support with the setting up of events and attending to promote the Intern to Work Offer
- Work with the Intern to Work team to identify potential employers who will welcome supported internships and employment opportunities
- To attend meetings as required send agendas and take meeting minutes and actions
- Participate in all aspects of training and development and attend training as identified
- Support the maintenance of systems to record and monitor the work of the service
- To 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
- To co-ordinate the processing of orders and the issuing and payment of invoices for the Intern to Work team using the LCC financial management system, including the tracking of credits and debits. To create and manage

and keep up to date electronic filing systems pertinent to the needs of the service

- Respond to enquiries by telephone, email, letter or in person
- Supporting Access to Work applications, support plans and monthly claims
- To complete business admin tasks in order to support the smooth running of the service
- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act 2018
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

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

- 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:**

- Extended periods of sitting and computer work
- Engagement events, which may require periods of standing

## 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
- 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
- To 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

- Relevant qualifications in literacy and numeracy (GCSE A – C, ECDL or equivalent) (A)
- Well-developed ICT skills including proficiency in Word, Excel, PowerPoint, Internet (A/I/E)
- Evidence of current and continuous professional development (A)

## Experience

### Essential

- Recent experience (within the last two years) of working within an educational/Children's Services environment (A/I)
- Experience of working as part of a team, or teams, including multi agency teams (A/I)
- Experience in dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A/I)
- Experience in the use of financial systems (A/I)

## Skills/Abilities

### Essential

- Experience of attending public events, both in person and online, with support (A,I)
- IT Skills, the use of MS Office e.g., word, outlook, and excel (A,I,E)

### Desirable

- Problem solving
- An effective role model
- Professional approach always

## Commitment

### Essential

- Not applicable

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- An interest and passion for improving the lives of all our residents

## Other

### Essential

- This post is subject to a Standard Disclosure and Barring Service (DBS) check (A,I)

