

Job Description

Job Title	SEND Business Support Officer
Directorate	Children and Young Peoples Services
Service Area	Family Help
Grade	4
Competency Level	1
Salary	£27,254 – £31,022
Job Type	Hybrid
Location	Cunard Building, Liverpool
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A7226

Job Purpose

To support the SEN Assessment and Pupil Support Team in providing high quality business support to a team of officers serving a group of schools, settings and families. To service a number of panels within the SEN Assessment and Pupil Support Team.

Directly Responsible For:

- Not applicable



Directly Responsible To:

- SEND Statutory Data and Performance Officer

Main Areas of Responsibility:

- To ensure that all advice and guidance given to education settings and families on SEND matters takes account of the Council's SEND Strategy and the graduated approach to meeting SEN
- To provide high quality administrative support to local authority SEN panels including the provision of comprehensive support documentation for each case referred
- To be responsible for the organisation, preparation, collation and circulation of agendas and supporting documents in relation to panel meetings
- To 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
- To develop the collection of data and continue to improve analysis of data to support the work of individual teams and panels
- To provide administrative support to statutory processes and procedures
- 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 manage the exchange of sensitive or contentious information with managers, maintaining confidentiality at all times
- To liaise with and provide good quality advice to schools, Head teachers, SENCos and other professionals within Children and Young People's Service and partner agencies to ensure that policy and practice in relation to the SEN Team is communicated effectively

- To co-ordinate the processing of orders and the issuing and payment of invoices for the SEN Team using the LCC financial management system.
- To assist in the co-ordination and preparation of national and local Performance Indicators, data retrieval and management information
- To contribute to project management/development within the wider SEN Team
- To provide training, where necessary, to administrative staff, on the administrative functions which support the statutory assessment and review processes and procedures
- To contribute to the coaching and development of appropriate staff and participate in the induction of new staff
- To engage in and contribute to personal development activities and training
- To lead on co-ordination and management of archived and paperless files
- To undertake a support function on information sharing and data protection
- To assist in the planning of meetings, training events, conferences etc
- To exercise independent judgement and initiative in relation to managing the Family Help Division priorities and ensure work is completed to the necessary standards and timescales agreed
- To provide support to other areas of the service as and when required
- To undertake any other professional duties which fall within the remit of the post as identified by, and agreed with, the Manager
- 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:

- 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 requires normal office-based physical demands such as sitting for extended periods and using 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
- 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, numeracy, (GCSE standard or equivalent) or qualification in business administration at Level 2 or above (A)

Desirable

- Evidence of current and continuous professional development
- Successful completion or commitment to undertake SAP training

Experience

Essential

- Extensive experience in the use of all aspects of IT including Microsoft Office Suite, including the ability to create complex spreadsheets and presentations using power point, intranet and internet (A/I)
- Experience of working as part of a team, or teams, including multi-agency teams (A/I)
- Experience in providing administrative and data support as part of team working (A/T/I)
- Experience in dealing with queries, ensuring highest quality standards and maintaining confidentiality (A/I)

Desirable

- Recent experience of working within an educational or social care environment
- Experience of administering meetings (including minute taking, arranging meetings courses and conferences and associated functions / decision making panels
- Experience of financial systems (e.g. SAP)

Skills/Abilities

Essential

- Evidence of good oral and written communication skills, using high standards of literacy and numeracy (A/I)
- Ability to work as part of a team, but also to work under own initiative with minimal supervision (A/I)
- Ability to work effectively to timescales and to meet deadlines (A/I)
- Good organisational skills (A/I)
- Awareness of Data Protection and confidentiality (A/I)

Desirable

- Ability to undertake purchasing and invoicing within Council policies and procedures
- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding children and children with special educational needs and disabilities

- Working experience and/or knowledge of the Children and Families Act 2014

Commitment

Essential

- A commitment to the City Council's Equal opportunities Policy (I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (I)

Desirable

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

Other

Essential

- A positive attitude towards personal training and development (I)