



**Senior Operational Support Assistant - Special Educational
Needs and Disabilities (SEND)
Fixed Term Contract to 31 July 2020**

Grade E

Group: Care, Wellbeing and Learning
Service: Early Help
Location: Dryden
Line Manager: Monitoring and Review Officer
Car User Status: N/A

Job Purpose

To provide effective and efficient business support to the SEND Service.

The key roles of this post will include:

1. To undertake the duties associated with the clerical and administrative support to the SEND Team, ensuring an efficient and effective service is provided in relation to the assessment and review arrangements for Single Plans (EHCPs)/ Statements.
2. To provide a high level of customer service to service users members of the public and external organisations via telephone, letter, email and in person to ensure an ongoing provision of a high quality service.
3. To assist the SEND Officer in the development & maintenance of monitoring systems and administrative procedures, making recommendations where appropriate.
4. To maintain and update manual and computerised information systems, ensuring information used by the service is accurate and to assist with the auditing of data quality.
5. To work within Council financial regulations in relation to establishment of personal transport budgets, cash handling, budget monitoring, processing of invoices and other areas as required.
6. To attend and contribute to service, team and strategy meetings, recording proceedings where necessary.
7. To produce concise and accurate reports as and when required.



8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge, Experience & Qualifications

Essential:

Knowledge :

- Word processing, database and spreadsheet skills, particularly Microsoft Office
- Effective written and oral communication skills.
- Experience of minute taking.

Experience:

- Experience of the implementation and maintenance of manual & computerised information systems.
- Ability to organise and prioritise workload to ensure timescales are met.

Qualifications:

- NVQ Level 2 in Business Admin or equivalent.

Desirable:

Experience:

- Experience of cash handling and/or budget monitoring
- Knowledge of EMIS, Aggresso and/or Carefirst



Competencies

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|---------------------------------|---|
| Customer Focus | Puts the customer first and provides excellent service to both internal and external customers |
| Communication | Uses appropriate methods to express information in a clear and concise way to make sure people understand |
| Team Working | Works with others to achieve results and develop good working relationships |
| Making things happen | Takes responsibility for personal organisation and achieving results |
| Flexibility | Adapts to change and works effectively in a variety of situations |
| Learning and Development | Actively improves by developing and applying new skills and knowledge and learns from past experiences |