**JOB DESCRIPTION**

**Division / Department**

**JOB TITLE: SUPPORT OFFICER (SEND)**

**DIVISION: EDUCATION**

**GRADE:** **BAND 6**

**RESPONSIBLE TO: HEAD OF SERVICE (SEND)**

**POST REFERENCE: 107420**

**Purpose of Post**

To provide a flexible and responsive administrative support service to the SEND team.

The postholder is responsible for handling confidential information of a personal nature and must ensure that this information is kept securely at all times and is not disclosed inappropriately in line with the Data Protection Act.

All staff will be expected to consider their role in the context of the objectives that the Department is working towards and to contribute constructively to the continuous improvement, performance management and best value culture and also the interagency context of the Department's work

**Key Relationships**

The post holder will be a member of the SEND team and will need to have relationships with SEND team, schools, social care and health colleagues.

**Main Duties and Responsibilities**

1. To take responsibility for specific administrative functions at a level commensurate with the grading of the post including:
2. Providing administrative support to the SEND team including taking telephone calls.
3. Operating an efficient administrative system dealing with emails, incoming and outgoing post, ordering goods and services and processing cheque requisitions and cheques, photocopying and scanning of documents etc.
4. Maintaining computerised records and databases including data input e.g. ICS, Integra, EYES (EHM), and Corporate Sickness Database.
5. Maintaining records and returns in relation to team activities.
6. Planning and making arrangements for meetings.
7. Use of Microsoft Office programs to produce documents such as letters, memos and reports.
8. Use of desktop publishing packages to design, produce and update documentation.
9. To organise attend and clerk meetings as required, arranging and distributing associated paperwork.
10. To assist in the ordering of supplies and equipment, processing and maintaining proper financial records.
11. To prepare, duplicate, collate and distribute reports and other documents as required.
12. Providing statistical information for statutory and non statutory returns

2. Projecting a positive image of the department through confident and sensitive interactions with telephone and personal callers, whether staff of Children’ and Joint Commissioning Services establishments, other departments, representatives of other agencies or the general public.

3. To assist in ensuring that there is compliance with all deadlines and security requirements of working systems and procedures.

4. To contribute to the efficient establishment and maintenance of documentary records and filing systems whilst continually reviewing their effectiveness and efficiency.

5. Attend and participate in training and development courses for staff as required, and participate in schemes of assessment, professional development and review.

1. To respond appropriately to all telephone enquiries, ensuring that they are dealt with effectively and efficiently.  Line management is to be informed of any difficulties or issues.
2. Any other duties of a related nature which may reasonably be required and allocated by the Head of Service, SEND.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 13.05.2021

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**