

Job Title: Inclusion Administrative Officer	Role Profile Number: BSN149
Grade: L Salary:	Date Prepared: July 2021
Directorate/Group: Inclusion and Achievement; Access and School Partnerships	Reporting to: Senior Attendance and Inclusion Officers
Structure Chart attached:	No

Job Purpose

To provide administration support, tracking and reporting in support of specific statutory work areas of the Attendance and Inclusion Service that have seen significant growth during the Covid19 pandemic, linking in with other related work areas;

- Elective Home Education
- Children missing education
- Part time or reduced timetables

This role will support the work of officers leading on the work areas above to enable them to maintain a high level of operational casework duties.

The aim will be to support the highest standards of efficiency and professionalism within the service area.

Work to established deadlines in relation to reporting and preparation for scheduled meetings. Maintain accurate records for scrutiny as necessary. Work to established time scales.

To ensure that all administrative systems and processes required in relation to the areas of work above are functioning effectively and to scrutinise all reports ensuring accuracy as far as can be ascertained. Liaise as necessary with colleagues within related service areas including the Data and Performance Team.

Key Accountabilities

- To ensure that all administrative systems and processes required in relation to the areas of work above are functioning effectively and to scrutinise all reports ensuring accuracy as far as can be ascertained. Liaise as necessary with colleagues within related service areas including the Data and

Performance Team.

- Telephone and email communication with key stakeholders including parents/carers as necessary.
- Work to established deadlines in relation to reporting and preparation for scheduled meetings. Maintain accurate records for scrutiny as necessary. Work to established time scales.
- On a daily basis work with confidential information and enter that information both on computer systems and files as is necessary.
- To manage the administration needs of the specific work areas above providing reports and general administrative support including letters and legal correspondence within statutory timeframes.
- Produce a range of reports for a variety of colleagues including senior officers, councillors and senior school staff
- To attend the relevant in-service meetings taking notes and the distribution of minutes and agendas as required.
- To work alongside the Business Administrators who support the Attendance and Inclusion Service.
- Where necessary consult with, and provide advice to data technicians to resolve reporting issues.
- Support team members with processing/data entry of service specific information onto the Capita One system. This may include liaison with school staff to clarify details as necessary.
- Produce letters, memorandum, minutes of meeting's, reports, tables, communicating via email and accessing information/data from the internet as required.

Supplementary Accountabilities

- Through team meetings and bespoke training maintain current knowledge of guidance and legislation in relation to, Elective Home Education, Children Missing Education and Part Time or reduced timetables.
- Keep abreast of business support administration processes, procedures and tasks.
- Have the flexibility to work within and support other team related service areas as required where your skills expertise and knowledge can be utilised.
- To take part in regular one to ones and review's and contribute to the Annual Performance Development Plan (PDP) process.
- Be responsible for identifying any training and development needs that you may have.
- The post holder may be required to perform duties other than those given in this role profile for the post. The particular duties and responsibilities attached to the posts may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and would not justify the re-evaluation of the post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

Knowledge & Experience

Minimum Criteria

- Experience of working with data (creating relative databases) and statistics (creating spread-sheets / graphs).
- Ability to use initiative within the remit of the post and work to tight deadlines and prioritise work accordingly.
- Good communication skills as the post holder will be required to have regular contact with LA staff, school staff, internal/external agencies and services agency staff and the public.
- Ability to work well within the team and also alone in a normal office environment.
- Polite and courteous telephone manner.

Preferred Criteria

- Experience of typing large documents / reports etc.
- Comprehensive knowledge of word processing and spread sheet packages.

Qualifications

- English and Mathematics at GCSE grade C (4) or above or compensatory experience.
- Evidence of working knowledge of Microsoft Office applications: Word, Excel, Access, PowerPoint and Email, eg European Computer Driving Licence (ECDL) qualification or equivalent. Certificates obtained include advanced level in presentations, word and spread-sheets.

Decision Making

- Ability to work to tight deadlines under pressure.
- Ability to prioritise and manage competing demands in an appropriate manner whilst retaining good working relationships.
- Assessing paperwork received in the office in relation to confidentiality to ensure that it is suitable for distribution/onward transmission. Referring any issues to managers within the service.
- Deciding on the form of presentation of reports/data following consultation with management.
- Jobholder is expected to plan own workload on a daily basis, working to deadlines .
- Priorities may change throughout the day, depending on who is in the office and the relative priority of new work received. Priorities may be dictated by the proximity of events.

Creativity and Innovation

- Cultivating good working relationships with a range of senior colleagues across the Borough.
- Managing phone contact from parents/carers.
- Ability to make a preliminary assessment of paperwork received to ensure correctly completed and liaise with colleagues to correct any discrepancies as necessary.
- Efficient and cost effective use of resources, information storage and retrieval
- Using I.T. skills to design and produce both draft and final documents (reports, guidance, briefings etc) to a high quality for distribution throughout the Borough.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Data Protection:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post-holder.

Safeguarding - Children & Vulnerable Adults:

This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	