



## Role Profile

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| <b>Job Title:</b><br>Delivery Support Officer               | <b>Role Profile Number:</b><br>BSN120                    |
| <b>Grade:</b> K   | <b>Date Prepared:</b> 19 June 19                         |
| <b>Directorate/Group:</b><br>Children's Services- Education | <b>Reporting to:</b><br>Delivery and Systems Team leader |
| <b>Structure Chart attached:</b>                            | No   |

### Job Purpose

1. On behalf of the Council, to ensure that service documentation and correspondence meet the required standards for information management, communication and quality assurance.
2. To deliver service business functions in respect to case work, service development, financial and data processes and associated communications and record keeping.

### Key Accountabilities

- To manage administration and business processes that support the effective functioning of the service including finance and data input and outputs, organisation of activities relating to service development work and service led multi-agency forum, task groups and quality assurance activities.
- To organise and provide functional support for consultancy, development and procurement activities.
- To discharge and keep under review service business tasks including communications, updating and collating data records, operation of the service telephone helpline and general enquiry email.
- To directly manage enquiries, correspondence and information received through a range of communication routes including telephone and email.
- To use computerised systems , storage and retrieval systems to support the statutory and procurement work of the service and to undertake periodic quality checks
- Maintaining individual child/young person records using computerised systems.

- Working with the SEND Policy and Performance officer, ensure digital records, processes and customer service protocols are working well and used effectively and consistently across the service and that customer feedback is collated and informs service development
- To maintain budget management information and reports as directed by the Delivery and Systems Team leader and Finance and Personal Budgets Officer, managing supporting functions including processing invoices, payment schedules and funding applications
- To check communications and support quality audits of systems for compliance, consistency and accuracy and make sure that they meet appropriate standards of clarity, branding and security of personal and sensitive information.
- To produce and develop information resources for internal staff and a range of stakeholders on different aspects of service activity and responsibilities that fall within scope for the service including information bulletins, and general correspondence and staff updates.
- To maintain and support consistent and efficient electronic records for all quality assurance processes across the service
- To ensure work undertaken meets the required standards and performance criteria for the safeguarding and well-being of children and young people.
- To ensure that all work undertaken enables equal opportunities regardless of ethnicity, disability and other protected characteristics
- Promote the Children's Services in accordance with the Business Plan and good customer care practice and be responsive to customers, Governors and elected members.

### **Knowledge & Experience**

#### Essential

- Good oral and written skills, adaptable for a range of audiences, requiring a sound level of inter-personal skills and communication competencies..
- Evidence of a good level of IT and computational skills
- Ability to collate and organise information and data
- Ability to organise a series of tasks into a coherent work flow
- A commitment to continuous professional development

#### Desirable

- Experience of working proactively with partners and stakeholders including parents, children and young people to gather feedback and shape the service provided.
- An understanding of current issues and legislation relating to special educational needs and disability, inclusion and human rights
- Understanding of value for money and business requirements
- Significant experience of team working and of implementing system change

## **Qualifications**

Essential

- English and mathematics GCSE grade C or equivalent compensatory experience

## **Decision Making**

Essential

- Ability to establish relationships based on trust and respect and shared objectives to facilitate joint planning, decision making and improved outcomes for children and young people
- Effective decision making relating to prioritisation of time within a context of competing demands
- Ability to construct a work plan using information from several different sources
- Ability to work effectively as part of a team and to make justifiable decisions when under pressure, particularly from competing demands and priorities, often within tight timescales.

## **Creativity and Innovation**

Essential

- Good oral and written communication skills, adaptable for a range of audiences.
- Clear and competent organisational skills and a commitment to flexible and creative problem solving

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| <b><u>Job Scope</u></b>                       | <b>Budget Holder</b> | No |
| <b>Number and types of jobs managed: None</b> |                      |    |

## **Contacts and Relationships**

Evidence of ability to work with tact and sensitivity with clients and others to include:

- Managers, practitioners in a wide range of services for children and young people within the public, independent and community sectors
- Council and NHS/CCG staff
- Parents, young people and children with special educational needs and disability
- Information and advice services, alternative provision leads, school improvement and Virtual School

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| <b>Employee Signature:</b>      | Print Name:  |
| <b>Date:</b>                    |              |
| <b>Line Managers Signature:</b> | Print Name:: |
| <b>Date:</b>                    |              |