



## Role Profile

<b>Job Title:</b> Business Support Administrator - Attendance and Inclusion Service	<b>Role Profile Number:</b> BSN149
<b>Grade:</b> L	<b>Date Prepared:</b> July 2021
<b>Directorate/Group:</b> Inclusion and Achievement; Access and School Partnerships.	<b>Reporting to:</b> Senior Officer Attendance and Inclusion (School Attendance specialist) and the Professional Lead Attendance and Inclusion Service
<b>Structure Chart attached:</b>	No

### Job Purpose

To lead on all administration and data requirements for the Education Welfare Service as part of the Attendance and Inclusion service area in order to support the highest standards of efficiency and professionalism within this service.

Work to established deadlines in relation to reporting and preparation for scheduled meetings. To understand and maintain specific and detailed knowledge in relation to school attendance and the statutory duties of the Education Welfare Service including;

- Legal processes related to non-school attendance
- Elective Home Education
- Children Missing Education
- Child employment
- Child performance

Develop a broad understanding of the services and agencies both internal and external that support pupils who are out of mainstream school.

To ensure that all administrative systems and processes required to the service area are functioning effectively and to scrutinise all reports ensuring accuracy as far as can be ascertained.

Communicate directly with a range of service areas and agencies as well as parents/carers in relation to the above areas as requested by officers within the service area. This may involve direct liaison with senior managers and Head Teachers/Principals of Swindon schools.

## **Key Accountabilities**

- To lead on business support and administration for the Education Welfare Service area and the senior leads for the service as part of the Attendance and Inclusion team.
- To manage the administration needs of the Education Welfare Service providing reports and general administrative support. This will include preparing court reports and working within statutory time frames in relation to:
  - Police and Criminal Evidence Act (PACE)
  - Fixed Penalty Notices
  - Witness statements.
- With the Professional Lead for the Attendance and Inclusion Service produce a range of reports for a wide range of staff including senior managers 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 Administrator who supports the work related to the school exclusion and reintegration strand of the Attendance and Inclusion Service.
- Under the direction of the Professional Lead Attendance and Inclusion manage school attendance data. Produce, quality assure and distribute regular reports and Initiate bespoke reports as requested.
- Where necessary consult with, and provide advice to data technicians to resolve reporting issues.
- Support EWS 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.
- Manage invoices received for the service area – ensure authorisation is given for payment. Managing the purchase of materials required to support the service area.
- On a daily basis work with confidential information and enter that information both on computer systems and paper files as is necessary.
- Produce letters, memorandum, minutes of meeting's, reports, tables, communicating via email and accessing information/data from the internet as required.
- Administrate service specification and guidance document entries on SBC intranet under the direction EWS management.
- Lead on the presentation and production of policy reports and guidance documents originated within the Education Welfare Service.

## **Supplementary Accountabilities**

- Through team meetings and bespoke training maintain current knowledge of guidance and legislation in relation to school attendance, Legal processes related to non-school attendance, Elective Home Education, Children Missing Education, Child employment, Child performance and general safeguarding.
- 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 job description 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**

### **Essential**

- Experience of working with data (creating relative databases) and statistics (creating spread-sheets / graphs)
- Able 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 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.
- Due to the nature of the work there are constant procedural changes. This can be as simple as database upgrades, which incur changes to be made to everyday actions.
- There can also be changes within the law, which need to be incorporated into working practices.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p>N/A</p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Lap top Mobile phone</p>
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### **Contacts and Relationships**

- Head of Service and Senior Managers/Officers within SBC
- Head Teachers and school senior managers
- Teachers
- Senior managers from a range of agencies service areas both within the Council and externally.
- A range of professionals such as Youth Engagement Workers, Family Support Workers, Social Care Workers, Early Help Hub, Youth Justice staff and Police
- Health professionals including school nurse, CAMHS, TAMHS and paediatric team
- Parents/Carers/Pupils

## **Other Key Features of the role**

### **Emotional Demands**

- The post-holder will require a level of emotional resilience. On a daily basis they can be working with confidential and sensitive information.
- On a regular (at least weekly) basis the post-holder will be party to professional discussions that will include reference to sensitive and upsetting circumstances and situations.

### **Health and Safety**

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

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.

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