

Job Title: SEND Apprentice	Role Profile Number: N/A
Grade: Apprenticeship Salary:	Date Prepared: February 2022
Directorate/Group: Education	Reporting to: Quality Assurance Officer
Structure Chart attached:	No

Job Purpose

- To undertake such duties as are required to successfully complete the Business Administration apprenticeship programme. These duties will also cover the practical training requirements for the qualifications needed to carry out the job role as detailed within the apprenticeship framework and the qualification you are undertaking. Apprentices will be required to achieve all practice and theoretical learning objectives for the duration of the apprenticeship scheme.
- The purpose of the role is work across the SEND Transport Service providing support and administration of key actions, strategies and processes across SEND Transport.

Key Accountabilities

- Input a range of data into individual pupil records specifically but not exhaustive personal information; travel information
- Input into yearly planner for SEND Transport Key Date work.
- Support with the provision of transport schedules to education providers on a termly basis.
- Use a range of data sources to produce reports that will feed into the wider reporting mechanisms and development work across the service.
- To assist in maintaining and monitoring a pupil database and support project development work related to the SEND Transport.
- To assist in organizing and providing project support, including minute taking and agenda setting for a

range of operational meetings on behalf of operational SEND Transport managers.

- To assist in supporting the organisation and administration of events linked to SEND Transport such as conferences, knowledge exchange events, focus groups, working parties and forums, including arrangement of refreshments, materials/resources and presentations, providing high quality agendas and minutes
- Be able to navigate the Local Offer site, know what we do well and what we can improve to ensure that the website is accessible to a range of audiences including children and young people with SEND and the travel offer.
- Familiar with the Local Offer communication plan (Facebook communications plan and YouTube communications plan) to get understand what our objectives are, how we want to use social media to communicate with young people and how to produce effective content on social media platforms.
- Input into yearly planner for all social media platforms – specifically planning the equality and diversity days.
- Learn how to write engaging copy on Facebook, and other relevant social media platforms.
- To be responsible for regular posts on social media pages.
- Produce content that is relevant and appropriate for the intended audiences of children and young person about services that they use or find out about services that are lesser known, and evaluate the feedback from the children & young people using them.
- Maintain accurate electronic filing systems for all quality assurance processes and as required by the Strategic Commissioner for SEND and SEND Transport Managers.
- To be responsible for checking weekly data reports against pupil records to ensure accuracy and if data does match to be responsible for updating individual records
- Create an effective link to Swindon families, education providers and other key stakeholders through face to face contact, telephone and email, attending and assisting in drop in / pop up sessions as required, and participating in events to pro-actively promote the SEND Local Offer and implementation of legislation to stakeholders.
- To work constructively and positively across the Council and beyond for the benefit of customers and key stakeholders.

Supplementary Accountabilities

- Occasional need to attend meetings outside normal working hours
- Ability to travel across the Borough for meetings

Knowledge & Experience

Candidates must have knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Understanding of databases
- Good verbal and written communications skills
- Ability to deal with queries from public, providers and other agencies
- Ability to work on own initiative and as part of a team
- Ability to prioritise work

Qualifications

5 GCSE at C or equivalent
English at C or equivalent
Maths at C or equivalent

Desirable personal qualities

Applicants must be aged between 16 to 24 years old and have personal experience of disability and preferably of the care system.

A minimum of 5 GCSE's grade A* to C (including Maths & English) or equivalent.

IT literate and familiar with Outlook, Word, Excel, PowerPoint and use of the Internet.

A sound and rationale understanding of the apprentice field you are entering.

Effective communication skills both verbal and written.

To display a genuine commitment to the apprentice programme.

Able to apply principles of strictest confidentiality.

Be able to engage in all academic requirements and be an independent learner where required.

Commitment to personal and professional development.

Have clear and legible handwriting.

Be able to provide meticulous attention to detail.

To be able to deliver a high level of customer service in a professional and personable manner.

Must be committed to achieve the full apprenticeship qualification.

Must be committed to working as an apprentice for the duration of the apprenticeship scheme.

Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy for Swindon Borough Council.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
--	--	--------------------

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

Stakeholders will include:

- Parents
- Education Providers including schools, early years settings and colleges
- Wider education team
- Children and Adults Social Care
- Health

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

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