

Job title:	School Admissions and Appeals Officer	Role Profile No	EO1502
Grade/s	N		
Directorate / Pillar / Strand	Commissioning	Reporting to:	Commissioner – School Admissions Operational Manager

Reporting Structure - Reports to School Admissions Operational Manager

Responsible for: Managing a caseload of schools admissions applications and all associated queries relating to these in line with legal and statutory procedures and timeframes. To prepare paperwork and present Admission Appeals and Transport Appeals to parents, schools and the independent Appeal Panel.

Role Overview

To lead, process and ensure that they are the first point of contact for parents/carers (external clients) and schools for advice on all school admissions processes and to administer and present both admissions and transport appeals.

Key Accountabilities:

- To lead and manage a caseload of Primary and Secondary schools and their applications for the coordinated point of entry admissions process and associated queries, resolving intricate and difficult queries on a daily basis. To form good working relationships with the Head Teachers and administration staff at the schools within that caseload.
- To lead and manage a caseload of Primary and Secondary Schools and their applications for all In-Year transfers. To be the lead for parents seeking school places for their children and co-ordinate all In-Year transfer applications for this caseload, and ensure they are processed efficiently and children are admitted into a school without delay.

- To identify and determine Admissions cases that meet the specified criteria to the Fair Access Panel to ensure a fair and transparent outcome.
- Manage the co-ordination of admissions for the allocation of both primary and secondary school places in Swindon and other local authorities to ensure statutory deadlines are met.
- To lead on the preparation and presentation of legal casework for the Admission and Transport Appeals in accordance to the School Admissions Code and Appeals Code to an Independent Appeals Panel, presenting the case of the Local Authority and/ or School to parents and the Panel. To ensure that the Appeals Process is completed accurately and to appropriate deadlines.
- To ensure the Local Authority's admissions arrangements are administered efficiently and effectively, implemented in a consistent and fair manner.
- To lead and manage relationships with Head Teachers and School staff, and other Council services including Social Services, Social Inclusion and Re-integration Team, Education Welfare, SENAT, Looked After Children Service and other internal/external agencies to assist parents and carers in obtaining a school place.
- Use a complex database (Capita One) on a daily basis, and maintain the Admissions and Transfers database. To liaise with Capita One Support Team on a daily basis to ensure information and data is accurate and up to date. To use a complex mapping program (GIS) to assist in the measurement of distances from schools to child's home.
- Be the lead source of advice and assistance for external clients within a statutory legal framework on the admissions and appeals procedures to provide clear understanding and guidance on the process, in accordance to the School Admissions Code of Practice and Appeals Code. To clarify any queries with day to day processing of admissions with the Borough Solicitor.
- To assist the School Admissions Operations Manager in supplying information for briefings and reports as required.
- Create an effective link to customers, Head Teachers, parents, governors and elected members through face to face contact, telephone and email, attending open evenings and drop in sessions as required, and initiating and developing events to pro-actively promote the Admissions service externally to external clients.
- Produce the annual Parents' Guide to Admissions to meet changes from legislation, consultation and service provision so that clients are well-informed when choosing a school.
- To work constructively and positively across the Council and beyond, for the benefit of customers, in particular parents of preschool aged children.

Supplementary Accountabilities

- Carry out key accountabilities in accordance with the council's policies and procedures and within the parameters of 'Stronger Together' behaviours.
- Ensure all work is developed and implemented in accordance with equal opportunities and diversity policies including diversity impact assessments.
- Maintain expertise, skills and knowledge pertaining to specified areas of operational activity.
- Maintain expertise in and understanding of the national and local legislative and policy requirements for Admissions and Transport.
- Flexibility to undertake reasonable tasks within the scope of the job role.
- Provide training for new staff and work experience candidates to maintain core-working standards within the team. To assist in preparing training manuals for new recruits.
- Attend meetings across the directorate to improve working practice with internal colleagues and external clients as required
- In consultation with Admissions Manager, review working procedures in line with changes to ensure best practice and delivery of service.

Knowledge and Experience

- Experience of working unsupervised in a busy team environment sharing information and working under pressure.
- Proven experience of being able to manage and prioritise heavy workloads to meet targets and deadlines
- Ability to work under own initiative and as part of a team and to identify work priorities
- Excellent command of English language, both oral and written, good level of numeracy
- Ability to use IT, particularly Microsoft Office
- Excellent communication and inter-personal skills, with negotiating experience
- Experience of using databases and/or Geographical Information Systems preferred
- Knowledge of School Admissions and Appeals process and legislation and Transport Policy
- Experience of presenting information to groups of people would be useful
- Innovative and able to recognise and develop the potential for doing things differently

Qualifications required for this post:

- Preferably educated to A Level standard, or 3 years office experience.

Contacts and Relationships

- This role involves contact with senior managers within SBC and direct contact with Head teachers.

- The role will involve working with the DfE and other Local Authorities on a National and Regional basis.
- The role will involve work with local families through focus groups, meetings and events.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Head of Education	
Signature:	Date
Senior Commissioner, Education Place Planning	
Signature:	Date: