

Job Title: Delivery Support Officer	Role Profile Number: BSN120
Grade: K	Date Prepared: 19 th June 19
Directorate/Group: Children Services Children's Services- Education	Reporting to: Delivery and Systems Team leader
Structure Chart attached:	

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

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

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

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

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.

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