

Job Description

Post Title: Admissions and Information Support Assistant HH339

Evaluation: 410 Points **Grade: N4**

Responsible to: Customer Access, Business Support and Policy Manager

Responsible for: N/a

Job Purpose: To support the arrangements for school admissions and appeals, pupil support and nursery education funding, and provide high quality information, advice and guidance to parents in line with the statutory duties of Families Information Services

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To process applications efficiently and accurately in accordance with local and national policy and procedures, in relation to school admissions and appeals, pupil support services and nursery education funding
2. To provide information, advice and assistance to parents and carers regarding policy and procedures for school admissions, appeals and pupil support, finding childcare, and signposting to services and activities, with a focus on supporting the most vulnerable families who need most additional help
3. To deal with enquiries and requests for information through all access channels, i.e. by telephone, text, face to face, online forms and email, and using telephone interpreting services as required.
4. To input, maintain, manipulate, retrieve and present data from paper based and computerised information systems including databases, spreadsheets, and other computer packages, maintaining a high level of accuracy and attention to detail
5. To contribute to the completion of statutory and other returns to specified deadlines
6. To be the first line of response in relation to complaints about school admissions and pupil support
7. To support the financial arrangements for the provision of free nursery education places, including data collection, allocation of grants, and monitoring

8. To assist in the preparation, collection and collation of information regarding the Early Years census, and services and activities for children, young people and families
9. To support access to information through the maintenance and development of a range of communication tools, systems and access channels
10. To attend networking and other events, working with schools, the community and other professionals to build local capacity, gather and share information, improve take up of pupil support and performance in school admissions
11. To promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery