

Post Title: Admissions and Information Specialist AA3994

Evaluation: 528 Points **Grade: N7**

Responsible to: Customer Access, Business Support and Policy Manager

Responsible for: N/A

Job Purpose: To develop, coordinate, implement and monitor policies and processes to deliver continuous improvement, and provide high quality information, advice and guidance to parents and other key stakeholders in line with statutory requirements.

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 research, develop, implement and evaluate policy, protocols, ICT systems and processes in relation to school admissions, school appeals, pupil support (including free school meals and home to school travel) and family information services, ensuring compliance with statutory requirements.
- 2 To implement, innovate and improve all aspects of the business cycle to deliver against statutory deadlines and processes, identifying efficiencies through maximising use of existing and new technology.
- 3 To provide high quality information, advice, customer service and support to all parents and carers, but with particular focus on those who need additional help, to enable them to understand and access their entitlement to services and support.
- 4 To assist in the development, delivery and quality assurance of customer access channels, systems and projects, working with both internal and external stakeholders, to analyse requirements, challenge existing practices, commission services and identify areas for improved efficiency and increased digitalisation.
- 5 To advise the local authority and partners as appropriate on the implications of local and national policy changes in identified duties, powers and functions.
- 6 To maintain, develop and continuously improve performance and financial management processes and systems to ensure that timely and accurate data, management information and analysis supports effective planning, performance, self evaluation and service management.
- 7 To lead and participate in effective and meaningful consultation and engagement with stakeholders including children and young people, parents, schools and other

key external partners in the statutory, private, community, voluntary and independent sectors.

- 8 To undertake research, compile and present reports and briefing notes, and produce statutory returns as directed on a range of issues and for different internal and external audiences, involving the production, analysis and interpretation of relevant local and benchmarking performance and financial data.
- 9 To prepare the supporting case documentation for school admission appeals and act as the presenting officer at school admission appeal hearings to defend local admissions policy and practice in the quasi-judicial process.
- 10 To develop and produce effective and accessible communication strategies, products and information for parents, carers, schools and other stakeholders utilising all available customer access channels and technology.
- 11 To effectively manage allocated budgets and commission services as required.
- 12 To promote, develop and maintain effective working relationships and networks across the council and with key external partners in the statutory, private, community, voluntary and independent sectors, in the city, region and further afield.
- 13 To lead specific delivery projects and manage ongoing programmes of work as required within the council and working with partners.
- 14 To support, train and mentor other staff as appropriate, to ensure data quality and assurance in relevant ICT systems and customer service.
- 15 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.