

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> SEND Administrative Assistant	<b>Director/Service/Sector:</b> Education and Skills Service, Wellbeing and Community Health Services		<b>Office Use</b>
<b>Band:</b> 4	<b>Workplace:</b> County Hall		JE ref: 2891
<b>Responsible to:</b> SEND Case Management Co-ordinator	<b>Date:</b>	<b>Manager Level:</b>	HRMS ref:
<b>Job Purpose:</b> <ul style="list-style-type: none"><li>To support the SEND Commissioning and Quality Assurance Team in the discharge of their statutory duties by providing efficient and timely admin support as required</li><li>To maintain electronic and paper records for an individual caseload to provide accurate management/financial information for effective budget monitoring and for statutory external returns</li></ul>			
<b>Resources</b>	Staff	The post holder will not be responsible for other staff.	
	Finance	The post holder is not responsible for a budget.	
	Physical	The Team is based in office accommodation at County Hall	
	Clients	Children and young people whose SEND fall within the statutory framework, parents, schools and partner agencies involved with children and young people concerned.	
<b>Duties and key result areas:</b> <ul style="list-style-type: none"><li>To administer the statutory assessment/reassessment of pupils with SEND and ensure that the admin process is carried out within the SEND Code of Practice 2014 requirements and statutory timescales.</li><li>To liaise with EHCP Officers to ensure the rapid provision of adequate information for a request for referral for statutory assessment.</li><li>To ensure that schools, EHCP Officers and other professionals adhere to timescales by providing alerts and frequent prompts.</li><li>To process, without delay, commissioning decisions concerning assessment</li><li>To liaise with the EHCP co-ordinators to ensure the proposed EHCP is generated within timescales.</li><li>To determine school's budget share adjustments in relation to SEND pupils by calculating funding for additional support set out in final EHCPs and to ensure this is notified in writing to schools, the SEND Case Management Coordinator and to the Finance Directorate.</li><li>To act as a point of contact for parents, schools and other professionals. To handle a range of contacts, including angry or distressed callers, with an effective and customer centred approach</li><li>To provide telephone advice and support in response to a variety of enquiries from parents, schools and professionals, both in and out of the County, on matters of individual case progress, general procedural issues, legislation and general practice in Northumberland</li><li>To support team members in writing letters, fixing meetings, liaising with professionals from various agencies, and parents. To maintain a diary alert system to bring casework forward to individual Officers.</li><li>To be responsible for ongoing casework related to placement (in and out-county), SEND transport, teaching or auxiliary support, special equipment, Belongings Regulations and Disabled Living Allowance.</li><li>To initiate post-exclusion reviews and reviews for pupils in non-school based provision, as required</li><li>To provide general administrative support to SEND Commissioning and Quality Assurance team</li><li>To participate in the training of new staff as required.</li><li>To undertake such duties and responsibilities consistent with the nature, level and grade of the post.</li></ul>			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

<b>Work Arrangements</b>	
Transport requirements:	Nil
Working patterns:	The work is office based
Working conditions:	

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**PERSON SPECIFICATION**

<b>Post Title:</b> SEND Administrative Assistant	<b>Director/Service/Sector:</b> Education and Skills Service, Wellbeing and Community Health Services	Ref: 2891
<b>Essential</b>	<b>Desirable</b>	
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"><li>• Good Standard of Education</li></ul>	<ul style="list-style-type: none"><li>• NVQ level 3 in Public Administration.</li></ul>	
<b>Experience</b>		
<ul style="list-style-type: none"><li>• At least two years appropriate administrative or clerical experience</li><li>• A knowledge of recent educational legislation and policy and the capacity to develop a more detailed understanding of the SEN Code of Practice and related Legislation.</li><li>• The ability to relate well to the general public and colleagues in other agencies, with an approachable manner and the ability to remain calm under challenging circumstances.</li><li>• The motivation to provide a service to parents and other professionals and be customer-focused at all times.</li><li>• The enthusiasm to provide an effective and efficient service.</li><li>• The ability to work well with colleagues in the Team and other agencies and directorates. This includes a willingness to assist other team members to address peak workloads where necessary</li></ul>	<ul style="list-style-type: none"><li>• Experience of administration in the Public and Voluntary Sectors.</li><li>• Knowledge of legislation relating to Special Educational Needs.</li><li>• Experience of Special Needs Administration.</li></ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"><li>• A proven ability to communicate clearly and effectively over the telephone, and in writing.</li><li>• A proven ability to communicate in difficult circumstances both over the telephone and face to face. The skills to handle angry or distressed people so that they become confident that their views are understood and that action will be taken to consider them and attempt to resolve concerns.</li><li>• An ability to work with and be supportive of parents with children who have special educational needs. The imagination and empathy to understand their concerns with a high degree of confidentiality.</li><li>• Diplomacy, tact, influencing and negotiating skills.</li><li>• The ability to exercise judgement on documentation received and take action or refer on to an SEN Officer as appropriate.</li><li>• An understanding of the role and responsibilities of the LEA as a public body in making decisions on resources and the effective use of public funds.</li><li>• A proven ability to operate independently in setting timescales, organising a large personal caseload, and prioritising workloads.</li><li>• A proven ability to work under pressure and maintain a high level of attention to detail with the ability to work to deadlines..</li><li>• An ability to perform accurate calculations of funding decisions.</li></ul>		

<ul style="list-style-type: none"> <li>• An ability to show initiative and to work as part of a team.</li> <li>• Experience in the use of computer systems and the ability to keep accurate computerised and written records, reports of action taken and the ability to adapt to changes in software and the changing role of SEN.</li> </ul>	
<b>Physical, mental and emotional demands</b>	
<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Must be able to deal with people who may be hostile or angry or distressed.</li> <li>• The job involves work with or work for people, which through their behaviour or circumstances either <ul style="list-style-type: none"> <li>○ Regularly places emotional demands on jobholder</li> <li>○ Occasionally places significant emotional demands on the jobholder</li> </ul> </li> <li>• Must be able to work under constant pressure to deadlines.</li> </ul>	
<b>Other</b>	