Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Pupil Support Officer | | **Director/Service/Sector :** Children’s Services | | **Office Use** |
| **Band:** | | **Workplace:** Collingwood School and Media Arts College | | JE ref:  HRMS ref: |
| **Responsible to:** Business Leader | | **Date:** | **Manager Level:** |
| **Responsible for:** | | | | |
| **Job Purpose:**  Management and administration of pupil annual reviews and EHC plans.  To liaise and support the SMT in the planning and diary of all reviews  To liaise and co-ordinate with teaching staff the completion of relevant paperwork ensuring compliance with statutory deadlines.  To co-ordinate effective communication between multi-agency professionals, parent/carers and teaching staff  Contribute to the planning, development and monitoring of admin and support services maintaining confidentiality at all times. | | | | |
| **Resources** | Staff |  | | |
| Finance | | Managing Bursary payments | | |
| Physical | | Office equipment, medical facilities, accuracy and security of databases | | |
| Clients | | Internal (Teachers, Other Staff, Pupils, Governors) and External (Parents, Visitors, Members of the Public). Providing relevant advice and information to Northumberland County Council and Government Agencies | | |
| **Duties and key result areas:**  **Student Annual SEN Reviews / EHCP Reviews**  1. Manage, administer and quality assess all the complex paperwork associated with the pupil SEN / EHCP reviews within statutory timescales  2. Collate and input all information necessary for the completion of student Educational Health Care Plans  3. Collate and manage pupil SEN review meeting dates and attendees including liaison with health and social care professional staff  4. Liaise with the LA SEN team on pupil referral and admissions  5. Collate and administer all pupil referral paperwork  6. Update all records, paper based and electronic in relation to the SEN reviews and EHCP’s.  7. Any other task as deemed necessary to facilitate the complex pupil review system  8. Advise other staff members on the correct procedure for undertaking SEN reviews  **Finance**  1. Manage and administer school Bursary payments and procedure  **2.** Ensure compliance with CFR framework  **Organisation**   1. Deal with complex phone/reception/visitor matters in a professional and confidential manner 2. Contribute to the planning, development and organisation of support service systems/procedures/policies 3. Take a lead role in the planning, development and organisation of the pupil annual reviews including managing associated paperwork and liaison with local authority SEN team and health and social care professionals 4. Supervise, train and develop other staff as appropriate     **Administration**  1. Manage and develop manual and computerised record and information systems e.g. SIMS  2. Analyse and evaluate information and produce reports and information as required  3. Undertake typing and word processing and complex IT tasks e.g. handling specific school based record systems and databases  4. Produce, and respond to, complex correspondence  5. Provide personal, administrative and organisational support to senior management and other staff  6. Provide reports and organisational support to the Governing Body  7. Undertake the administration of complex procedures  8. Contribute and update work instructions for contingency purposes  **Resources**  1. Operate relevant equipment and complex ICT packages  2. Provide advice and guidance to staff, pupils and others  3. Undertake research and obtain information to inform decisions  4. Assist with the marketing and promotion of the school    **Responsibilities**  1. Comply with and assist with the development of policies and procedures relating to:  a. Child protection  b. Health and safety  c. Data protection  d. Confidentiality  Reporting all concerns to an appropriate person.  2. Support the school’s policies that ensure equality of opportunity  3. Contribute to the overall ethos of the school  4. Establish constructive relationships and communicate effectively with external agencies  5. Attend and participate in regular meetings  6. Participate in training and development as required.  7. Recognise and share own strengths and areas of expertise and skills with others  8. To undertake other duties and responsibilities as required commensurate with the grade of the post  This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You are therefore under a duty to use the school’s procedures to report any concerns you may have regarding the safety or well-being of any child or young person.  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. | | | | |
| **Work Arrangements** | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | None  Normal hours but need to also work ‘out-of hours’ as necessary.  Normally indoors. | | |

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Person Specification

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| **Post Title:**  **Pupil Support Officer** | **Director/Service/Sector: Education** | Ref: |
| **Essential** | **Desirable** | **Assess by** |
| **Knowledge and Qualifications** | | |
| NVQ 3 Qualification or relevant experience working in an SEN environment  Very good numeracy and literacy skills  Thorough knowledge of the services and agencies which might be involved in the EHCP process | NVQ 2 qualification in literacy or numeracy | (a), (t) |
| **Experience** | | |
| Experience of developing and managing complex administrative systems    Experience of EHCP process    Experience of SEN annual review process | Clerical/Financial /Administrative experience gained within a school or educational setting | (a), (i) |
| **Skills and competencies** | | |
| Effective use of ICT and other specialist equipment /resources  Good ICT and keyboard skills  Ability to work with children and adults  Ability to work as member of a team  Ability to self evaluate learning needs and actively seek learning opportunities | Experience of educational ICT systems and/or other management information systems | (a), (i) |
| **Physical, mental and emotional demands** | | |
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| **Other** | | |
| Willingness to participate in learning and development | Evidence of having undertaken learning outside of the work place | (a), (i) |