

DARLINGTON BOROUGH COUNCIL
CHILDRENS AND ADULTS SERVICES
JOB DESCRIPTION

<u>POST TITLE :</u>	Support Officer
<u>PAY BAND :</u>	Band 6
<u>JOB EVALUATION NO.</u>	A301
<u>REPORTING RELATIONSHIP</u>	Schools Admissions and Transport Manager
<u>JOB PURPOSE :</u>	To provide advice and guidance to Parents on the School Admission process and allocate School places for children within the Borough, liaising with Multi-Agency teams.
<u>POST NO.</u>	POS001239
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To undertake admission arrangements including organisation and processing of applications in respect of the transfer of pupils and making evidence based decisions with schools in line with the Admissions Code of practice and the current Education act regarding the allocation of school places.
2. Manage casework for individual pupils, providing advice, liaising with Managers and other multi-professional agencies.
3. Work closely with schools and other local authorities in the sharing of sensitive and confidential information pertaining to children and their families.
4. Maintain electronic records for admission numbers across individual school and year groups and inform senior Managers regarding issues of over subscription and surplus places
5. Maintain and develop databases, manipulating information to create reports for outside bodies and agencies.
6. Regularly monitor, evaluate and review procedure for preparing admission appeal documents to maximise efficient and effectiveness and to implement and improvements wherever possible.
7. Undertake route planning for Schools by using a Geographical Information System to ensure that the shortest walking route is judged to be safe and lit at regular intervals.
8. Action recommendations raise concerns and outcomes from the School Behaviour and Attendance Panel

9. Host and represent the Local Authority at drop in sessions within nursery settings and represent the Local Authority at Secondary School open evenings, to enable parents to gather information and advice regarding current admission arrangements in line with the Admissions Code of Practice.
10. In the absence of the School Admissions Manager attend multi-agency and participate in meetings at an individual case level, represent the Local Authority at Admission Appeals.
11. To assist the Admissions Team Manager in the production of Primary and Secondary Admissions brochure, in accordance with the School Admissions Code.
12. To safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
13. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Carry out your role in line with the Council's Equality agenda.
16. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
17. Any other duties of a similar nature related to this post that may be required from time-to-time.
18. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: October 2020

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PERSON SPECIFICATION
CHILDREN AND ADULTS SERVICES
SUPPORT OFFICER
POST NO. POS001239

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
Qualifications & Education			
1	BTEC National Diploma or equivalent		D
2	4 GCSE passes (A-C equivalent)		D
Experience & Knowledge			
3	Experience of working in a busy office environment	E	
4	Approx. 3 years administration experience	E	
5	Experience of interpreting legislation, policy or procedures to give recommendations and advice in without compromising meaning	E	
6	Experience of maintaining a range of management information systems, including databases and spread sheets	E	
7	Knowledge of the Education Management System		D
8	Knowledge of the statutory education system		D
9	Knowledge of the school admissions processes		D
Skills			
10	Ability to carry out research regarding routes and boundaries	E	
11	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
12	Ability to work to deadlines	E	
13	Ability to maintain accurate records	E	
14	Ability to communicate both orally and in writing to a wide range of audiences	E	
15	Ability to deal confidently and present information to a large audience as well as dealing with queries on the spot	E	
16	IT literate, capable of using MS Word, Excel and Office packages	E	
17	Ability to work in a multi-agency context providing and seeking advice as appropriate	E	
18	Ability to use initiative as appropriate	E	

	Personal Attributes		
19	Ability to maintain confidentiality	E	
20	Ability to demonstrate a sensitive and caring disposition	E	
21	Ability to work independently and as part of a small team	E	
22	Calm and confident personality	E	
23	Commitment to personal development	E	
24	Ability to listen and communicate with a range of people in a sensitive and supportive manner.	E	
25	Ability to organise and prioritise own work with minimum supervision	E	
26	Ability to deal with irate, emotional and difficult circumstances	E	
	Special Requirements		
27	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
28	Capable of independent travel to carry out the requirements of the post	E	