Northumberland County Council

**SEND OFFICE MANAGER JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Post Title: SEND Office Manager** | **Wellbeing and Community Health Service Group** | **Office Use** |
| **Band: 5** | **Workplace: County Hall** | **JE ref: 4021****HRMS ref:** |
| **Responsible to: Senior SEND Advisor** | **Date: Sept 2021** | **Manager Level:** |
| **Job Purpose: To provide administrative and clerical support to the SEN Team Manager and Team Members** |
| **Resources** | Staff | Band 2-4 Admin staff  |
| Finance | Support and Monitor budgets and expenditure |
| Physical | Responsibility for ICT and other office equipment. Handling and processing data. |
| Clients | Team, school staff, parents, visitors and outside agencies, contractors and suppliers. |
| **Duties and key result areas:*** + Organising and managing a team of admin support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.
	+ Managing the induction, appraisal, training, development of performance of the admin team, acting as coach and mentor as necessary.
	+ Supporting the team manager in maintaining and developing service delivery contributing to the overall ethos, aims and work of the service
	+ Assisting in the recruitment and selection of admin staff and supporting the manager with recruitment of staff into the team
	+ Assisting the Manager in the preparation of reports and preparing panel meetings
	+ Responding to more complex or detailed enquiries, both verbally and or in writing, signposting as necessary to other disciplines, departments and agencies
	+ Developing, implementing and maintaining management information systems that support the aims of the service
	+ Assisting with more complex support work to investigate, collate, record, manipulate, extract and distribute data as required
	+ Managing and operating information systems in a manner that ensures accuracy, confidentiality, rapid access and ease of use
	+ Ensuring the implementation of service referral procedures
	+ Individually and as part of the team providing general office support; filing, handling mail, dealing with callers and visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.
	+ Minuting meetings, preparing and circulating agendas, minutes and correspondence as necessary.
	+ Arranging venues for meetings and training, attending and taking minutes as requested
	+ Taking responsibility for the management of office equipment; ordering and replacing equipment as required.
	+ Assisting with the monitoring of budgets in conjunction with the Service Manager and through liaison with the designated NCC Finance Officer.
	+ Comply with policies and procedures relating to child protection, health and safety, confidentiality and general data protection regulations and ensure that administrative staff are trained in and adopt the procedures
	+ Communicating effectively and constructively with all team members.
	+ Ensure that policies and procedures are adhered to in accordance with the SEND Code of Practice and the Children and Families Act 2014 under the guidance of the Team Manager
	+ To lead and manage the development of the corporate Capita EMS System for SEND, providing daily advice to the team and ensuring input of correct information for statutory returns. Provide training to admin staff and liaison with Capita staff.
	+ Working with others, responsibility for completion of statutory returns such as SEN 2, as they apply to the SEN team
	+ Liaise with colleagues from other departments, schools, both in and out of county, and other Local Authorities
	+ Have a good understanding of the issues facing parents, families and schools and be able to give clear and calm explanations of the current situation in individual cases.
	+ Coordinate subject access records within the team and maintain data protection policy for SEND, including retention dates for storage of information

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 scope of the post and the grade has been established on this basis |
| **Work Arrangements** |
| Transport requirements: Working patterns:Working conditions: | Occasional need to travel to other council buildingsNormal office hours – use of flexible hours in accordance with proceduresOffice based |

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**PERSON SPECIFICATION**

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| **Post Title:**  SEND Office Manager | **NIES, SEND Wellbeing and Community Health Service Group** | Ref: 4021 |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge and Qualifications** |
| GCSE Grade C or above in four subjects including English and MathematicsECDL or equivalentRSA lll or equivalent | NVQ 3 or equivalent in a business related discipline |  |
| **Experience** |
| Considerable experience in a similar role covering a broad range of support tasks and proceduresPrevious experience of supervising staff Experience of working in a busy environment, managing people and ensuring deadlines are metBudget administration experience | Local government (or similar) experience.Knowledge of Local Authority service provision |  |
| **Skills and competencies** |
| Excellent communication skills consistent with working in a team environment and the ability to motivate staffThe ability to develop and implement solutions and achieve team spiritAbility to work under pressure and meet deadlinesAbility to work within a clear policy of confidentialityDemonstrate initiative and organisational skillsAccurate keyboard/word processing skills including developing and maintaining databases and spreadsheets Ability to apply technology in new work-related situationsGood speaking and listening skills and the ability to communicate clearly and accurately in writingThe ability to self-evaluate learning needs and actively seek out appropriate learning opportunities  | Knowledge of the Code of Practice and other relevant legislation  |  |
| **Physical, mental and emotional demands** |
| Being able to stay calm and focused in emotionally challenging situationsAbility to think clearly and work to strict deadlines Ability to manage the emotional demands resulting from contact with stakeholders eg families, schools and settingsBeing able to adapt to change by adopting a flexible and cooperative attitudeHaving a commitment to providing a quality admin support serviceBeing resourceful, reflective and resilientDisplay integrity, reliability and sensitivity when dealing with clients and team membersBeing able to follow instructions to achieve set objectives, with a clear attention to detail |  |  |
| **Other** |
| A willingness to pursue training in any area of work relevant to the job description. |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

**Appendix - National Qualification Framework**

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

* promote access, motivation and achievement in education and training, strengthening international competitiveness
* promote lifelong learning by helping people to understand clear progression routes
* avoid duplication and overlap of qualifications while making sure all learning needs are covered
* promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

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| **National Qualifications Framework** | **Framework for Higher Education Qualification levels (FHEQ)** |
| 8Specialist awards  | D (doctoral)doctorates  |
| 7 Level 7 DiplomaProfessional qualifications  | M (masters)masters degrees, postgraduate certificates and diplomas  |
| 6Level 6 Diploma Professional qualifications | H (honours)bachelors degrees, graduate certificates and diplomas  |
| 5Level 5 BTEC HND | I (intermediate)diplomas of higher education and further education, foundation degrees, higher national diplomas  |
| 4Level 4 Certificate  | C (certificate)certificates of higher education  |
| 3Level 3 Certificate (OND)Level 3 NVQ A levels  |  |
| 2Level 2 Diploma Level 2 NVQ GCSEs Grades A\*-C  |  |
| 1Level 1 CertificateLevel 1 NVQ GCSEs Grades D-G  |  |
| EntryEntry Level Certificate in Adult Literacy |  |

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.