

Job Description

Business Support Assistant

(Previously known as Statutory Control and Compliance Assistant)

Reference:

Date: March 2026

Job Family:	Admin Support/Business Support
Level:	1
Band:	2
Career Track:	Operational

Job Purpose

To provide high-quality clerical support to the Statutory Assessment and Review Team, ensuring that statutory processes relating to Education, Health and Care (EHC) needs assessments, reviews, and plans are completed accurately, efficiently, and within statutory timescales. The post holder will contribute to the effective delivery of services to children and young people with SEND and their families.

Service Purpose

The Statutory Assessment and Review Team within Northumberland County Council coordinates statutory Education, Health and Care (EHC) needs assessments and maintains Education, Health and Care Plans (EHCPs) for children and young people with Special Educational Needs and Disabilities (SEND). The team works with families, schools and multi-agency partners to gather professional advice, ensure statutory timescales are met and oversee the review and amendment of EHCPs.

Through this work, the service enables the Council to meet its duties under the Children and Families Act 2014, ensuring children and young people receive appropriate support to access education, achieve positive outcomes and reach their full potential.

Duties and Responsibilities

Communication & Enquiry Management

- Manage the SEN mailbox, acting as the initial point of contact for parents, schools, professionals, and internal teams.
- Handle email enquiries, resolving straightforward queries and signposting more complex issues to the appropriate staff or service.

Referral & Case Administration

- Process incoming referrals for statutory assessment, ensuring accurate data entry into local/bespoke IT systems.

- Monitor and track deadlines, ensuring statutory timescales and internal workflows are adhered to.
- Assist in the monitoring of budgets and expenditure for the service area, assist on providing financial information and advising managers.

Document & Records Management

- Support the Statutory Team with general administration, including filing, photocopying, logging, and scanning documents.
- Maintain effective document and information management, ensuring accuracy, organisation, and compliance with record-keeping standards.

Post & Workflow Support

- Ensure the smooth operation of the service's post system, including handling incoming and outgoing mail efficiently

Compliance, Safeguarding & Professional Standards

- Safeguard the welfare of children and young people, reporting any concerns in line with procedures.
- Comply with Council policies, including Data Protection, confidentiality, and other relevant procedures.

Person Specification

Professional and Technical Requirements

Qualifications

- A good standard of education at GCSE/NVQ2 level or equivalent.

Knowledge, Skills and Experience

- Able to use computer systems and able to keep accurate records
- Strong organisational and time-management skills, with the ability to manage competing priorities and meet deadlines.
- Good written and verbal communication skills.
- Good IT skills, including experience of using Microsoft Office applications and electronic record systems.
- Ability to work accurately with attention to detail.
- Ability to follow instructions and procedures, organise self and work without constant supervision.
- Professional, courteous, and customer-focused approach.
- Ability to work effectively both independently and as part of a team.
- Resilient and able to deal sensitively with potentially challenging or emotional situations.
- Commitment to equality, diversity, and safeguarding children and young people.

Core Competency Requirements

Communication: Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.

Collaboration: Works with others to complete tasks and support service delivery.

Service Delivery: Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.

Decision-Making: Makes decisions using guidance and procedures.

Digital & Data Literacy: Uses standard digital tools to complete work, following guidance on data protection and digital safety.

Adaptability: Adapts to change and feedback. Applies learning to improve own work and support team outcomes.

Problem-Solving: Resolves issues using known solutions.

Community & Customer Focus: Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience

Leadership: Supports colleagues and takes responsibility for own work.

Strengths

Adaptable: You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change

Analytical: You seek and analyse information to inform your decisions, based on the best available evidence.

Authentic: You are self-aware and true to yourself in all situations, even when under pressure.

Catalyst: You are self-motivated to act towards achieving a goal. You are confident using your own initiative to take forward actions

Decisive: You use your judgement. You take a considered approach to situations and tasks when making decisions.

Desirable

- Understanding of the importance of statutory timescales and compliance (knowledge of SEND processes desirable).
- Experience of Council's EMS system.