

# Kent County Council

## Job Description: *SEND Business Support Officer*

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<b>Directorate:</b>	<b>Children, Young People &amp; Education (CYPE)</b>
<b>Unit/Section:</b>	<b>Special Educational Needs and Disability (SEND)</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>SEND Business Support Lead</b>

### **Purpose of the Job:**

To provide administrative support to the SEND service, working with other Business Support Officers when appropriate.

To assist in the smooth running of the team and take a proactive role in the day-to-day functioning of the service.

### **Main duties and responsibilities:**

- To provide comprehensive central administrative support including updating and maintaining records, retrieving data, preparing standard and non-standard reports, and accurate and timely input into systems, such as Synergy.
- To assist the Business Support Lead in collating and submitting all relevant returns and information for corporate functions, the Engagement, Operations & Assurance Manager, and service-wide teams (including Assistant Directors and Senior Managers), to meet stated deadlines and ad hoc requests.
- To take a lead in managing the central mailboxes for the SEND service, and provide appropriate responses to all enquiries.
- To plan, organize, and assist in any countywide, central, or external meetings/events. To ensure the entire process runs effectively and that every administrative aspect is covered, including note taking and distribution to appropriate attendees.
- To support and produce a range of templates, publications and materials supporting external communications, marketing, and business support management functions.
- To robustly maintain local authority databases including Synergy on a 'live' basis, ensuring all records are kept up to date and accurate ensuring that any errors are corrected to ensure a high level of data quality.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *SEND Business Support Officer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Level 2 in Admin or equivalent.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Office administration experience.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills.</li> <li>Literacy, numeracy, and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases, Synergy, and case management systems.</li> <li>Ability to organise and prioritise workload to achieve deadlines.</li> <li>Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies.</li> <li>Coordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points.</li> <li>Ability to travel to and from service delivery points, meetings and training when required.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel).</li> <li>Understanding of Special Education Needs &amp; Education.</li> <li>Awareness of policies and procedures in relation to Safeguarding, Health and Safety, Equalities and Diversity.</li> <li>Knowledge of Data Protection, GDPR and confidentiality issues.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p>

	<p><b>Empowering</b> - Our people take accountability for their decisions and actions</p>
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	<p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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