

Kent County Council

Job Description: *SEND Clerical Officer*

Directorate:	Children, Young People & Education (CYPE)
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KR3
Responsible to:	SEND Business Support Lead

Purpose of the Job:

To provide administrative business support to the area-wide team in the Business Support Service for Special Educational Needs and Disabilities (SEND) Services.

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

Main duties and responsibilities:

- To support the day-to-day administrative functions of the team and the wider service.
- To maintain accurate electronic records on relevant data recording systems, including Synergy, information management systems, databases, and electronic filing systems.
- To support the production of regular reports from data recording systems.
- To plan and co-ordinate meetings, ensuring the entire process runs effectively and that every administrative aspect is covered including notetaking.
- To ensure that action points are tracked, accurate records are distributed to relevant parties following the meeting.
- To act as a point of contact for the wider team and ensure that all requests are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, and referring on to the appropriate person.
- To provide general business support to the SEND service as required.
- 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 their 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 Clerical Officer*

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.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Level 2 Diploma (or equivalent) with proficient practical and/or computer skills.
EXPERIENCE	<ul style="list-style-type: none"> Experience of dealing with customers.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent interpersonal skills with a confident telephone manner. Computer literate with good keyboard skills and understanding of Microsoft Office Applications. Ability to prioritise workload. Proactive attitude.
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel). Awareness of Data Protection, GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>