

Kent County Council

Job Description: *SEND Business Support Officer*

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

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 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 Business Support 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 in Admin or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> Office administration experience.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent interpersonal skills. Literacy, numeracy, and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases, Synergy, and case management systems. Ability to organise and prioritise workload to achieve deadlines. Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies. Coordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points. Ability to travel to and from service delivery points, meetings and training when required.
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel). Understanding of Special Education Needs & Education. Awareness of policies and procedures in relation to Safeguarding, Health and Safety, Equalities and Diversity. Knowledge 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>
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