Kent County Council
Job Description: *SEND Business Support Officer*

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

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 Managers 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.

Kent County Council
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	• Level 2 in Admin or equivalent.
EXPERIENCE	• Office administration experience.
SKILLS AND ABILITIES	• 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	• 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	**Kent Values:** • 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 Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent

	Empowering - Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making