

# Kent County Council

## Job Description: *Support Officer*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Kent Educational Psychology Service</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Business Support Officer Team Manager or Deputy Team Manager</b>

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

- To ensure Kent Educational Psychology Service meets statutory duties under the Children & Families Act 2014, providing quality assessment advice for children and young people's Education, Health and Care needs assessment within timescales, including co-ordination of commissioned services.
- To ensure efficient communication within Kent Local Authority, with schools, parents and other partners to enable the Service to provide effective and high quality statutory and traded educational psychology services to support children and young people achieve positive outcomes.
- To ensure Kent Educational Psychology Service manages children's data in ways that are compliant with the Data Protection Act and Kent's policies for management of information. Co-ordination and organization of documents, data and resources to ensure the effective organisation of KEPS activity and delivery of Kent County Council's SEND Strategy.

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

- Provide effective and efficient administrative support to the Kent Educational Psychology Service.
- Monitor correspondence of behalf of Educational Psychologists, ensuring that all matters are dealt with appropriately according to their nature and sensitivity and any routine responses are given within agreed timescales.
- Maintain pupil records within Data Protection Guidelines, ensuring that all files are accessible and kept up to date.
- Maintain children's records relating to Kent Educational Psychology Service activity and communication on Synergy database. Contribute to the ongoing development of the database so that it continues to meet Service requirements.
- Log and track Traded Service commissions to inform Senior Educational Psychologist of time allocated, time planned and time delivered.
- Receive incoming calls on behalf of the service and deal with accordingly to ensure that all callers are treated sensitively and with confidentiality.

- Respond and manage calls from schools relating to critical incidents. Co-ordinate and complete records of critical incident response required documentation.
- Undertake duties attached to the preparation and organisation of training events, including administration and resource materials, in liaison with the Course Leader. Keeping accurate records to track course income and expenditure.
- Communicate effectively with other services /external agencies/schools and parents as required.
- To attend local and county meetings as and when required.

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: *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>• Good broad-based educational experience with particular skills in written English.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Good keyboard skills with relevant qualifications or experience. Experience in use of relevant software e.g. Microsoft Office and associated packages</li> <li>• Experience and understanding of database systems</li> <li>• Experience of managing relations with practitioners, parents and other stakeholders</li> <li>• Business administration experience</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good organizational skills with excellent time-keeping capabilities, the post holder will be expected to work with minimum supervision and to tight deadlines.</li> <li>• To be able to work using own initiative to ensure that County-wide approaches to business administration are applied locally.</li> <li>• To be able to work collaboratively as part of a wider team.</li> <li>• Good communication both written and verbal – ability to communicate effectively with a wide range of Kent Educational Psychology Service users and partners. The post holder must be able to exercise tact and discretion when handling calls and the appreciation of the confidential nature of this information is essential.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Working and operational knowledge of databases in order to input and quality assure data and run reports to provide accurate management information.</li> </ul>

**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