

Directorate: Children, Young People and Education
Unit/Section: Special Educational Needs
Grade: KR3
Responsible to: SEN Quality and Compliance Manager

Purpose of the Job:

To provide clerical support to the central SEN team in order to enable them to fulfil their statutory function in relation to pupils with special educational needs

Main duties and responsibilities:

1. Provide general clerical / administrative support to the team and assist with maintaining the office filing systems, both paper and electronic and undertake filing as required
2. Undertake photocopying and other duties related to the efficient and timely production and distribution of paperwork , provide general support to the Area Business Support officer and undertake any other duty/s appropriate to the needs of the team
3. Word process decision making minutes in relation to individual pupils and distribute as required and ensure papers for decision making panels are photocopied and distributed in a timely manner to the relevant professionals
4. Log and distribute incoming and outgoing post.
5. Ensure adequate provision of office stationery.
6. Respond to incoming telephone calls to the department ensuring appropriate signposting to the relevant team member.
7. Assist with maintaining the office filing system and databases and undertake filing as required. Bring any issues affecting quality of the system to the attention of the Business support Officers.
8. Ensure documentation for key transitions is prepared and distributed within given timescales.
9. Support Head of SEN and County SEN team with administration of various meetings and documents relating to the statutory assessment process.

Kent County Council

Person Specification: SEN Area Clerical Assistant

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"> • NVQ level 2 or relevant experience • Willingness to work towards NVQ2 in Administration or equivalent if required
EXPERIENCE	<ul style="list-style-type: none"> • Practical experience in a similar environment • Office experience
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good IT skills to a level required for the role • Good organisational skills • Good interpersonal skills in dealing with a wide range of contacts including young people parents, members of the public, Members, senior staff in schools and other agencies • Able to manage information in a sensitive manner ensuring confidentiality when required • Ability to work as part of a team
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of the services provided by the team • Knowledge of a range of IT systems • Awareness of Data Protection and confidentiality • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety • Excellent knowledge of office systems and processes
BEHAVIOURS AND KENT VALUES	<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