

## Kent County Council

### Job Description: Tribunal Administration Assistant

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>SEND Tribunals</b>
<b>Grade:</b>	<b>KSC</b>
<b>Responsible to:</b>	<b>Senior Tribunal Officer &amp; Tribunal Team Manager</b>

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

The post holder will support the Local Authority (LA) to provide essential support to ensure the efficient operation of the administrative functions within the tribunals team, contributing to the overall effectiveness and success of the team's mission.

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

- First point of contact for schools, stakeholders and members of the public contacting the Tribunal Team. Assessing and prioritising a range of queries by telephone and email in a courteous, prompt and efficient manner, responding directly or referring them to the appropriate person or team. Track and monitor the Tribunal Team inbox.
- Provide a comprehensive support service to the Tribunal Team, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales.
- Collate, prepare, print and send the legal bundles by email or post for the Tribunal Team ensuring that all Tribunal Service deadlines are adhered to.
- Provide day to day clerical and administrative functions, using KCC office systems, maintain, monitor, and ensure records are accurate and current. This includes, but is not limited to, coordinating the team calendar ensuring court deadlines are accurate and updated. Planning and organise meetings on behalf of Tribunal Officers. Provide information for Subject Access Requests and Freedom of Information requests.
- Register new appeals on the database and set up all associated folders in readiness for allocation of appeals to officers. Close appeals and archive folders.
- Ensure that business systems are kept up to date and that all key information about an appeal is recorded at the time of notification. Update, modify and retrieve data on both manual and computerised systems, assist in preparing standard and non-standard reports, cross-checking data held on different systems to ensure accuracy.
- Be responsible for personal continued learning and development to maintain a commensurate level of understanding of KCC policies and maintaining the necessary skills to use new systems and software when introduced.

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: *Tribunal Administration Assistant*

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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>• GCSE level (Grades A-C including English) or equivalent NVQ 3</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven IT skills including Excel, Word and Powerpoint. Evidence in use of databases, spreadsheets (preferably Excel) and word processing (preferably MS word) to support data analysis and reporting requirements within given timescales.</li><li>• Evidence in using case management systems (preferably Synergy).</li><li>• Experience of working on own initiative and organising workload to achieve deadlines within an administration environment.</li><li>• Experience of partnership working and dealing with the public.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Good communication and interpersonal skills</li><li>• Ability to take a proactive approach to problem solving, act calmly under pressure and respect confidentiality.</li><li>• Excellent IT skills and ability to provide reports and analyse accurate data.</li><li>• Ability to organise and prioritise workload to achieve deadlines.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of Statutory Processes and Legislation relating to Special Educational Needs and Disabilities.</li><li>• Understanding of Safeguarding, Equal Opportunities and Diversity legislation as relates to children and young people</li><li>• Demonstrated understanding of Data Protection and confidentiality requirements</li><li>• Knowledge of IT systems to support data collection, analysis and reporting.</li><li>• Knowledge of government guidance and legislation relating to services within Fair Access</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul>

	<p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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