

## Kent County Council

### Job Description: *SEN Therapies Business Support Officer*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>SEN Support and Inclusion Schools, Post 16, SEN Therapies Team</b>
<b>Grade:</b>	<b>KSC</b>
<b>Responsible to:</b>	<b>SEN Therapies Lead /Specialist Teachers</b>

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

To provide an administrative support service to the group of staff within the SEN Therapies team to assist in the smooth running and day to day functions of the team.

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

- Produce all types of word processing, from handwritten and recorded sources, to defined standards of presentation, checking and amending documents and attachments, to ensure that work is free from errors prior to collation and dispatch, in order to provide a reliable and high-quality service.
- Act as the main point of contact for the SEN Therapies Team, including Balanced System® Leads, investigating status queries and assessing the nature of telephone calls or digital communications, referring them to the appropriate person without referral to the line manager where possible.
- Develop, maintain and monitor all office systems. including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with Kent County Council's Record Retention Policy, data protection and freedom of information protocols. Managing the teams email in boxes and providing responses to emails under the guidance and support of managers and team leads
- Support the day-to-day clerical and administrative functions of the team, including the processing of incoming and outgoing email from the Team mailbox, to facilitate the smooth running of the team.
- To support the arrangements and co-ordinate appointments and meetings for the team, which may include training, meetings or seminars involving external agencies and speakers.

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: *SEN Therapies Business 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>• Educated to GCSE level or equivalent OR</li><li>• NVQ2 in Administration or equivalent if required</li><li>• Willingness to work towards NVQ3 in Administration or equivalent if required</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Previous clerical/administrative experience</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Literacy and numeracy skills</li><li>• Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</li><li>• Able to work to deadlines while maintaining attention to detail.</li><li>• Good interpersonal, organisational skills and time management skills</li><li>• Ability to investigate status queries and anomalies when required</li><li>• Ability to take accurate notes and minutes of meetings</li><li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</li><li>• Ability to work under minimal supervision</li><li>• Ability to work as part of a team</li><li>• Confident telephone manner</li><li>• Attention to detail to double check or proofread communications, reports and/or documents with accuracy</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by SEND service and knowledge of services provided by the SEN Therapies team</li><li>• Knowledge of Kent County Council's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol</li><li>• Knowledge of a range of IT systems such as Synergy</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• 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.</li></ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"><li>• Works well under pressure</li><li>• Confidential, able to work as part of a team</li></ul>

	<ul style="list-style-type: none"> <li>• Professional approach</li> <li>• Willing to learn new skills as this work involves team members with highly specialist remits within the SEND support they deliver</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>