

## Kent County Council

### Job Description: *SEN Enquirers Officer*

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<b>Directorate:</b>	<b>Children, Young People &amp; Education</b>
<b>Unit/Section:</b>	<b>Special Educational Needs and Disability (SEND)</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>SEND Enquiries &amp; Information Hub Senior Officer</b>

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

To function as the first point of contact within the Special Educational Needs and Disabilities (SEND) service for parents/carers, Education settings, and our multi-agency partners providing an excellent person-centred service.

The post holder will be expected to respond to emails promptly and accurately, take live calls on a wide variety of issues arising around the SEND service and track responses to all incoming enquiries to ensure they are responded to and resolved in a timely way.

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

- To be the first point of contact for parents/carers, young people and other stakeholders or members of the public, able to offer support and advice to parents/carers and schools regarding procedure, policy and general information relating to SEND as well as signpost staff, stakeholders, and members of the public in relation to the Local Offer. The postholder must be familiar with the Information Hub/Local Offer website and be able to navigate it with ease.
- To make a preliminary assessment of the needs of enquirers and the thresholds pertaining to the different tiers of service provision and to be able to identify and conduct the appropriate action whether this is to signpost, provide information and guidance, or to escalate/transfer.
- To know and be able to explain to others, specifically the families/carers of children and young people and schools how to navigate the Information Hub/Local Offer website and locate relevant information.
- To log and allocate a case reference for all incoming enquiries and contact from a range of stakeholders as well as updating existing cases as they progress.
- Ensure basic follow up and clarification is undertaken, logged and that liaison happens with the appropriate services and stakeholders e.g., other SEND Services, partners, and members of the public.
- Ensure advice and guidance is provided to SEND Officers and those calling into the HUB to ensure that all stakeholders feel fully supported and that wherever possible the Statutory Assessment process can be navigated within timescales.
- To make full use of a range of computerised systems including email and databases for recording. To gather and record accurately information on computers to support the audit and quality assurance of the service.

- 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 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 Enquirers 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>• Level 3 qualification in an appropriate area, or measurable successful experience in a similar role.</li> <li>• Good basic education and competency in numeracy and literacy.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of the public, private or voluntary sectors.</li> <li>• Experience of a customer or service user facing environment.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills with wide range of audiences including diplomacy and sensitivity to the needs of others without the use of jargon.</li> <li>• High level of interpersonal skills and the ability to empathise.</li> <li>• Ability to plan and prioritise effectively.</li> <li>• ICT literate with accurate record keeping skills.</li> <li>• Ability to work in a pressurised environment and ensure all actions are conducted in a professional manner and in accordance with national, local, or statutory timescales.</li> <li>• To effectively organise, plan and deliver own tasks and workload to meet statutory timescales and outcomes in line with the service and corporate objectives.</li> <li>• High level of resilience.</li> <li>• Ability to establish effective working relationships and support young people and the parents and carers of children and young people undergoing SA process or who have EHC plans.</li> <li>• Ability to problem solve.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good understanding of current SEN legislation and its application within the context of Kent.</li> <li>• Awareness of Data Protection, GDPR and confidentiality issues.</li> <li>• Awareness of and responsiveness to political issues.</li> <li>• An appreciation of the issues affecting the needs of children and families.</li> <li>• Willingness to expand skills particularly around Information advice and guidance.</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>

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