

Kent County Council
Job Description: *SEND Enquiries Assistant*

Directorate:	Children, Young People & Education
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KR6
Responsible to:	SEND Enquiries & Information Hub Senior Officer

Purpose of the Job:

To support a team of SEND Enquiries Officers to respond to incoming enquiries into the service from a range of stakeholders including parents/carers, education settings, Integrated Childrens Services (ICS) and other multi-agency partners.

The post holder will be responsible for supporting and carrying out a range of administrative tasks including data gathering, coordinating meetings and the gathering, collating, and preparation of the relevant documentation and reports.

Main duties and responsibilities:

- To provide administrative support to a team of Special Educational Needs and Disabilities (SEND) Enquiries Officers to enable them to provide accurate and prompt responses to a wide range of stakeholders, this will include gathering data and requesting information from a wide range of stakeholders.
- To support the timely, accurate and efficient response when request for advice and information is received from the SEND team, in relation to the social care needs of a child or young person.
- To be familiar with the Information Hub/Local Offer website and be able to navigate and extract required information in a timely way with ease.
- With direction and support undertake, when requested, basic follow-up and clarification of original contacts into the SEND service and liaise with SEND services, partners, and members of the public. This will also include updating the status and progress of actions against the relevant open cases.
- Signpost families to social care support within their community or where social care needs are identified for a child that reach the threshold for intensive services, make a referral to the most appropriate service for ongoing support.
- To make initial enquiries in respect of incoming Education, Health, and Care (EHC) Assessment requests and gathering the required information prior to assessment and recording/updating cases as they progress.

- Ensure advice and information is provided to EHC Assessment Officers to support the Statutory Assessment process within timescales, to ensure that robust decisions can be made where social care concerns have been identified.
- To complete the Social Care Information and Advice appendices with parents, carers and young people to support and inform the EHC Assessment and the issue of an EHC Plan.
- To make full use of a range of computerised systems including email and databases for recording. To gather and record accurate information on computers to support the audit and quality assurance of the service. This will also include checking relevant systems for information in relation to Early Help, Social Care, Youth Offending and other partners.
- To arrange and organise meetings on behalf of the Enquiries Officers and Assessment Teams including decision-making panels, ensuring appropriate representation internally within the service, and our external partners. This will include preparing and distributing supporting papers and agendas in a timely way prior to meetings, attending meetings to take minutes and distributing these in a timely way following meetings and seeking appropriate authorisation to do so.
- 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 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: *SEND Enquiries 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"> • Level 3 qualification in Administration or equivalent or measurable successful experience in a similar role. • Good basic education and competency in numeracy and literacy.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of the public, private or voluntary sectors. • Experience of a customer or service user facing environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent interpersonal skills when communicating with a range of stakeholders both internally and externally. • Ability to balance constantly changing priorities and deadlines. • Literacy, numeracy, and computer skills with ability to produce a range of documents and reports using a range of software packages. • Organisational skills and the ability to arrange meetings and appointments. • Ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points. • Ability to maintain effective administrative systems and processes. • Ability to travel to and from service delivery points, meetings and training when required.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel). • Understanding of Special Education Needs & Disability. • Understanding of Corporate and Directorate policies and procedures including Safeguarding, Health and Safety, Equalities and Diversity. • Knowledge of Data Protection, GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	<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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p>

	<p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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