

<b>Directorate:</b>	<b>Children and Young people's - Education, Planning and Access</b>
<b>Unit/Section:</b>	<b>Specialist Services</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Information Officer</b>

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

This is an office based role that includes administrative tasks with facilities coordination.

The role is based at the Old Railway School which is the base for multiple specialist services within SEND. Primarily the administrative work will support the work of the Kent and Medway Communication & Assistive Technology Service (KM CAT). This may include some crossover with the other services co-located at the Old Railway School. This involves staff working for multiple agencies across health, education and social care. Including overseeing the day to day coordination and management of the use of the Old Railway School.

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

1. To act as the first point of contact for the centre covering the phone, front door and team email inbox. Answering routine enquiries, assess the nature of telephone calls, and refer them to the appropriate person in liaison with the line manager where necessary. To receive visitors to the building in a courteous, prompt, and efficient manner and to ensure that staff, service users and members of the public are dealt with efficiently and consistently.
2. Ensuring the day to day maintenance, particularly relating to security, acting as one of the building key holders, arranging maintenance as and when appropriate. This also involves the management of utility bills and invoicing the organisation who sub-let the building and working in partnership with them around any work on site.
3. Arrange and co-ordinate appointments and meetings for all staff working from the building, including team meetings and seminars involving external agencies and speakers. To be responsible for dispatching relevant documents and taking minutes where required to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
4. To support the setting up of training sessions, assessment and other meetings that take place in the building. Including setting out of refreshments, booking caterers, room layout and individual requirements from staff, on request.
5. To Maintain the KM CAT service diary and coordinate with other specialist services collocated from the building (SEN Therapies, SLCN Project). Such as room bookings for assessments, consultations, training, meetings, case panel, MDT meetings, supervision and professionals meetings.
6. Support the day-to-day clerical and administrative functions of the team, including ordering stationery, consumables and sundries used in the building. Processing of incoming and outgoing post and email and the operation and basic maintenance of onsite specialist equipment to facilitate the smooth running of the building.
7. Ensure the office environment meets Health & Safety requirements and that staff and clients always have a safe environment. Manage, on a day-to-day basis Health & Safety, prepare risk assessments and management of contractors.
8. Promote recycling and the use of re-manufactured goods and used items, including becoming a KCC environmental champion for the service.

9. Maintain a program for the consistent monitoring/auditing of Health and Safety inspections, risk assessments, maintain first aid stocks and be a named first aider. Coordinate fire drills, Fire Officer and Fire Warden training schedules; office security issues and access to building policy.
10. Set up templates and preparing documents and input specific recommendations which includes formatting complex tables and diagrams. Produce all types of word processing, from handwritten and recorded sources, to defined standards of presentation. Checking and amending documents and attachments, in order to provide reliable and high quality communications to plain English principles. Also taking minutes for meetings when requested.
11. To manage delivery and collection of all items including communication and curriculum support equipment for KM CAT and Assistive Technology Equipment Panel (ATEP). This includes initiating the equipment management acceptance process and following processes around equipment collection.
12. Implement and maintain KM CAT online electronic file management system and client records in line with organisational records keeping and audit policy. This includes accessing and updating Synergy case information. Ensuring that the storage and retrieval of documents is undertaken in a logical and consistent manner to reflect both health and education policies relating to data protection and freedom of information protocols. synergy
13. Manage and maintain finance records and systems including placing orders on behalf of the service using iProc. Invoicing external organisations and professionals for services KM CAT has provided, for example attendance to training courses.

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.

The following outlines the Minimum criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	MINIMUM
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level, level 4 or above (grade A-C) Maths and English required</li> <li>Hold or be willing to train for a First Aid Qualification</li> <li>Hold or be willing to train for a Plain English course</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous administrative experience</li> <li>Awareness of budgeting and basic finance</li> <li>Experience of using Microsoft Office programmes, Word, Excel and Outlook</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <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 work under minimum supervision</li> <li>To be able to work as part of a team</li> <li>Confident telephone manner</li> <li>Works well under pressure.</li> <li>Adopts a professional approach.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Some awareness of facilities management</li> <li>Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel).</li> <li>Understanding of Special Education Needs &amp; Education.</li> <li>Awareness of policies and procedures in relation to Safeguarding, Health and Safety, Equalities and Diversity.</li> <li>Knowledge of Data Protection, GDPR and confidentiality issues.</li> <li>Understanding of NHS processes and protocol of record and data collection, storage and audit.</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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