

Kent County Council

Job Description: *Education Programme Administration Assistant*

Directorate:	Children, Young People and Education
Unit/Section:	EY-EPA Fair Access
Location:	Invicta House, Maidstone
Grade:	KR5
Responsible to:	Education Programme Co-ordinator/Manager

Purpose of the Job:

The Education Programme is an interim service providing bespoke tuition packages to children and young people (CYP). These CYP are without a school place due to exclusions; or will have an EHC Plan awaiting a place at a named provision.

Reporting to the Education Programme Co-ordinators, the post holder will provide administrative duties connected with delivering the Education Programme to support the Local Authority (LA) to meet its statutory responsibilities.

You will utilise your administration experience to set up and manage pupil referrals. Supporting the wider office and staff team to ensure the efficient delivery of the interim tuition service, liaising with Kent SEN, other agencies, and parents/carers of the CYPs on the Education Programme.

You will be an organised individual with an eye for detail and the ability to set up effective processes and systems to record, monitor and evaluate both quantitative and qualitative data, ensuring the Education Programme is meeting the requirements of the Service Level Agreement with Kent SEN.

Main duties and responsibilities:

1. Be the first point of contact for Education Programme Tutors and Wellbeing Support Officers (WSO) Parents/Carers, schools, partner agencies both internal and external and other local authorities who have enquiries regarding the Education Programme. Processing and distributing correspondence, dealing sensitively with telephone calls of a challenging nature, to ensure that all those contacting the Education Programme are dealt with swiftly and effectively.
2. Provide day to day clerical and administrative functions within the team. Using KCC office systems, maintain, monitor and ensure all CYP records are accurate and current, setting up and managing pupil accounts and creating, reviewing and updating staff guidance and supporting documents. Processing and actioning invoices for the Education Programme, using KCC internal systems.
3. Identify venue sites, in collaboration with the Lead Officer, appropriate for education delivery and ensuring any venues which are charged for that those costs are authorised by the Education Programme Co-ordinator. Working with the Education

Programme Co-ordinators to minimise Tutor and WSO journey times to tuition and cross reference expenses monthly to prevent any anomalies in budget forecasting.

4. Feedback any concerns from Parents/Carers, Tutors and WSOs to the Education Programme Co-ordinators as they arise, to ensure quality of delivery and safeguarding of CYPs. Promote the safeguarding of children & young people and equality of opportunity in service delivery.
5. Collate and present data collected relating to Children and Young People's (CYP) Tuition Service on the Education Programme for risk assessment compliance, quality control, budget monitoring, and to inform wider reporting requirements. Present data in accordance with KCC GDPR Privacy statements, following KCC's Record Management Policy, data protection, freedom of information and Safeguarding protocols.
6. Ensure that business systems are kept up to date and that all key information about a child or young person is recorded at the time of notification. Update, modify and retrieve data on both internal and external computerised/online systems, assist in preparing standard and non-standard reports, cross-checking data held on different systems to ensure accuracy.
7. Arrange and coordinate appointments and meetings on behalf of the line manager and other senior staff within the team. Record the minutes of team meetings.
8. 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: *Education Programme Administration 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	Educated to GCSE level (Grades A-C including English) or equivalent NVQ 3
EXPERIENCE	<p>Proven IT skills including Excel & Word</p> <p>Evidence in use of databases, spreadsheets (preferably Excel) and word processing (preferably MS word) to support data analysis and reporting requirements within given timescales.</p> <p>Experience of working on own initiative and organising workload to achieve deadlines.</p> <p>Experience of partnership working and dealing with the general public</p>
SKILLS AND ABILITIES	<p>Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</p> <p>Ability to investigate complex queries and anomalies when required and to organise and prioritise workload to achieve deadlines.</p> <p>Ability to exercise tact and discretion, act calmly under pressure and respect confidentiality</p> <p>Co-ordination skills when arranging meetings and appointments</p>
KNOWLEDGE	<p>Knowledge of IT systems to support data collection, analysis and reporting.</p> <p>Awareness of GDPR, Data Protection and confidentiality issues</p> <p>Understanding of Safeguarding, Equal Opportunities and Diversity legislation as relates to children and young people</p> <p>Knowledge of government guidance and legislation relating to services Education and Children and Young People.</p> <p>Some knowledge of SEN and the education system would be beneficial but not essential</p>
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

	<ul style="list-style-type: none">• 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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