

## Kent County Council

### Job Description: *Helpline Officer*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Information, Advice and Support Kent</b>
<b>Location:</b>	<b>Shepway Centre, Oxford Rd, Maidstone, ME15 8AW</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Service Co-ordinator</b>

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

Provide information, advice and support, through a variety of mediums, to users of the Service to ensure parents and young people can make an informed contribution to any decisions made about their own, or their children's special educational needs and disabilities.

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

- To provide telephone support to parents/carers, children/young people, schools and professionals contacting the service Helpline.
- To respond appropriately to callers, identifying their needs and ensuring they are provided with appropriate information for them to be able to make informed decisions about the child/young person's Special Educational Needs and Disabilities.
- To provide an enabling and empowering service to callers, keeping up to date with information regarding the services/interventions and support (including those provided by other agencies) available to children and young people with Special Educational Needs and Disabilities.
- To assist with production of information on special educational needs and disability processes and procedures in a variety of formats, including leaflets or on-line.
- To assist with promoting the service and the provision of updates through social media and other methods
- To keep up to date and accurate records on a database ensuring all calls are promptly and accurately logged.
- To liaise with team members and volunteers to ensure support is provided to parents/young people when requested.

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### Person Specification: *Helpline Officer*

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.

<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"><li>• A good standard of education. NVQ 3</li><li>• GCSE A*-C or equivalent in English and Mathematics.</li><li>• Experience in an office based, customer focussed environment.</li><li>• Experience of dealing effectively with service users in a pressured environment.</li><li>• Experience of dealing with sensitive issues in an objective and impartial way.</li></ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"><li>• Proven interpersonal and organisational skills.</li><li>• Confident telephone manner.</li><li>• Skilled in communicating effectively with customers and colleagues, verbally, by telephone, face to face and, in writing.</li><li>• Able to respond appropriately when faced with difficult and sensitive situations in an impartial, objective, and confidential manner.</li><li>• Ability to actively listen, analyse and summarise information accurately.</li><li>• To be non-judgemental and able to remain emotionally objective in stressful situations.</li><li>• Must be computer literate in Microsoft Office applications e.g., Word, Excel, Powerpoint, Outlook.</li><li>• Ability to work flexibly as part of a team and on own initiative.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of legislation and issues relating to Special Educational Needs and Disabilities including the Equalities Act.</li></ul>
<b>PERSONAL QUALITIES/VALUES</b>	<p><b>Open</b></p> <p><b>Invite contribution and challenge</b></p> <p><b>Accountable</b></p> <ul style="list-style-type: none"><li>• Committed to empowering parents/carers, children and young people to express their point of view.</li><li>• Be customer focused and have compassion.</li><li>• Demonstrates integrity, honesty, and openness.</li></ul>