

Kent County Council

Job Description: SEN Tribunal Clerical Assistant

Directorate: Children, Young People and Education

Division: Special Educational Needs

Grade: KR4

Purpose of the Job:

To provide clerical support to the Special Educational Needs and Disability Tribunal (SENDT) team in order to enable them to fulfil their statutory function in relation to appeals to SENDT.

Main duties and responsibilities:

1. Provide general clerical / administrative support to the team and assist with maintaining the office filing systems, both paper and electronic and undertake filing as required.
2. Undertake photocopying and other duties related to the efficient and timely production and distribution of paperwork, provide general support to the Tribunal Assistant and undertake any other duties appropriate to the needs of the team.
3. Register new appeals and distribute to area SEN teams in a timely manner and create paper and electronic files.
4. Ensure adequate provision of office stationery.
5. Respond to incoming telephone calls to the department ensuring appropriate signposting to the relevant team member.
6. Assist with maintaining the office filing system and databases and undertake filing as required. Bring any issues affecting quality of the system to the attention of the Tribunal Assistant.
7. Process invoices and set up suppliers for payment.
8. Ensure documentation for deadlines is prepared and distributed within given timescales.

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.

Kent County Council

Person Specification: SEN Tribunal Clerical 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">• GCSE maths and English grades A-C or equivalent• NVQ level 2 or equivalent or relevant experience
EXPERIENCE	<ul style="list-style-type: none">• Practical experience in a similar environment• Office experience
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Good IT skills to a level required for the role• Good organisational skills• Good interpersonal skills in dealing with a wide range of contacts including young people parents, members of the public, Members, senior staff in schools and other agencies
KNOWLEDGE	<ul style="list-style-type: none">• Awareness of the services provided by the team• Knowledge of a range of IT systems• Awareness of Data Protection and confidentiality issues• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety• Excellent knowledge of office systems and processes
BEHAVIOURS AND KENT VALUES	Kent Values <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