

Rutland County Council

Job Description

Job Title:	SEND Operations Officer
Grade:	4
Department:	Early Intervention, SEND & Inclusion
Team:	SEN
Line Manager:	Early Help Coordinator

Purpose of the Job:

To provide business and operational support to the Early Intervention, SEND and Inclusion service contributing to the delivery of the Council's Early Intervention and Inclusion strategies by helping to provide effective support to children, young people with SEND and their families.

Key responsibilities:

1. To provide effective operational support in the delivery of the Early Intervention, Special Educational Need and Disability (SEND) and Inclusion service functions in line with statutory duties and directorate objectives and service targets.
2. To support the processes required for administering Education Health and Care Plans, Annual Reviews and associated procedures, ensuring the service meets statutory standards and timescales.
3. To organise services for children and young people with SEND, including the administration of the inclusion fund, license applications, permits, tuition, school contract arrangements and Designated School Place (DSP) admissions.
4. To provide business intelligence support through the monitoring of customer intelligence and records, developing effective tracking processes and high quality reporting arrangements in support of performance management and service reporting requirements - such as Department for Education returns.
5. To be responsible for keeping service information and literature up to date, including information contained within the Local Offer website.
6. To promote the service and its associated projects and activities, acting as a key point of contact for customers including parents, members of the public, schools and a range of internal and external stakeholders - providing high quality information and advice.
7. To establish mechanisms which capture the views of parents, carers, children and young people and to act as a champion for quality customer first approaches.



8. To liaise with SEN case officers and co-ordinate amendments to Education, Health and Care Plans following annual reviews.
9. To provide day to day administration and clerical support to the service including support for SEND panels, minute taking, correspondence and to prepare and administer reports to a high standard, including the co-ordination of tribunal documentation and reports.
10. To administer service business systems including Liquid Logic and to maintain accurate databases and filing systems.
11. To process purchase orders, invoices and petty cash using the Councils financial management system (Agresso).
12. To help deliver high quality support that makes a difference to children and young people with SEND. To be committed to making a difference and to adhere to the values of the Council, ensuring a high quality customer first approach.
13. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications	<p>Educated to NVQ level 3, or equivalent, in a relevant field such as business administration</p> <p>GCSE grade C or equivalent in English and Mathematics</p>
Experience	<p>Experience of working in an administrative role and associated processes and practices</p> <p>Experience of working in an administrative role and associated processes and practices</p>
Knowledge	<p>Good working knowledge of Microsoft Office packages including Outlook, Word and Excel for the purpose of collating data and formulating reports</p> <p>Knowledge and experience of filing/reference systems and their management</p>
Skills	<p>Good organisational and planning skills and the ability to work under pressure and to deadlines</p> <p>Ability to work independently, using knowledge, experience and initiative to resolve issues</p> <p>Adaptable and able to assimilate new information quickly</p>



Passionate, pro-active and committed team member who wants to make a difference

Values

Understanding of equal opportunities, social discrimination and non-discriminatory practice and a commitment to their implementation

Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice

