

JOB DESCRIPTION

Job Title:	SEND Business and Systems Supervisor		
Directorate:	People	Salary:	£32,020 – £36,298 plus London Weighting £663pa
Section:	Education & Learning	Grade:	BG-G (SCP 25 – 30)
Location:	SEND Education	Work Style:	Flexible

Key Objectives of the role

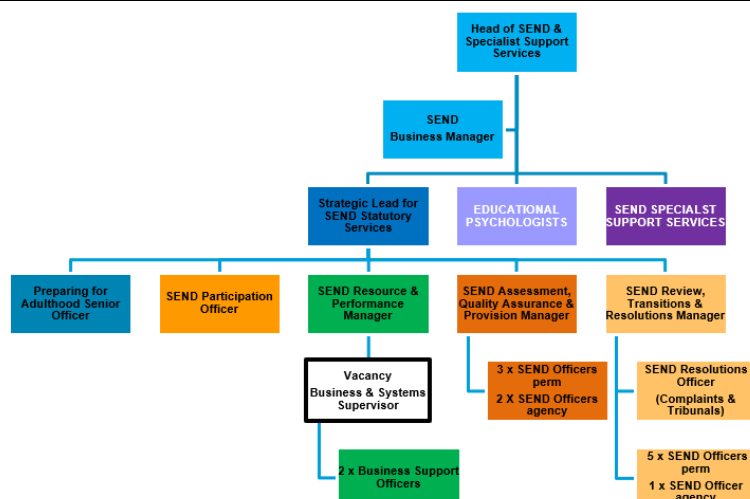
To record and process invoices and journals received. Ensuring expenditure has been through appropriate decision-making processes to agree the allocation of resources in accordance with guidelines; and accurate records are maintained.

To supervise the Business & Systems Support Officers:

- in delivering the administration processes linked to Education, Health and Care Plan legislation and in accordance with statutory frameworks in accordance with The Children and Families Act 2014 and SEN Code of Practice January 2015 ensuring timely and appropriate coordination in line with statutory duties
- in the development/streamlining of administration systems and processes to maximise the efficient and effective use of resources
- to integrate and develop processes and systems, and to contribute towards training and developing an efficient and effective wider administration service

To be a champion for the use of technology (such as the case management system Capita ONE) to record, track and monitor our ways of working to both manage performance and inform business intelligence.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. Registration of invoices into the Council's financial system (Agresso).
2. Raising Purchase Orders via Agresso and subsequent Goods Receipt actions.
3. Updating and maintaining the finance monitoring Excel spreadsheet. Ensuring financial information is recorded clearly, accurately and in a timely manner.
4. Monitoring and managing the finance mailbox.
5. Meeting regularly with the Senior Accountancy Officer alongside the SEND Resource & Performance Manager to communicate current financial position.
6. Support the SEND Resource & Performance Manager by attending meetings as and when required.
7. Actively involved in maintaining and developing processes and systems to ensure the accurate, timely and consistent implementation of financial and administrative duties for the wider team.
8. To provide flexible response and assistance to peak workloads e.g. financial Year End and statutory data returns.
9. To make a positive contribution to the efficient execution of the Council's financial affairs, ensuring compliance with Financial Regulations and Standing Orders as necessary for the proper administration of the Council's affairs
10. To guide and motivate the Business & Systems Support Officers to deliver support to the SEND Officers and wider team, including providing oversight of: administration and collation of information in line with statutory guidance; collation and timely preparation and circulation of meeting papers, action notes and following up on action points.
11. To supervise and oversee the provision of support from Business & Systems Support Officers for Head of Service and wider SEND Team, ensuring that all systems and processes operate efficiently, accurately and in a timely manner in line with statutory timelines and data protection regulations.
12. To line manage Business & Systems Support Officers to ensure that positive relationships are maintained with internal and external stakeholders including Parents/Carers, Schools and other professionals, and that high-quality written correspondence is issued in line with statutory requirements (including panel outcome letters).
13. To support Business & Systems Support Officers to ensure that documentation is appropriately recorded on the required system, and that all required persons have appropriate access to data and utilise central storage systems for this purpose.
14. To train Business & Systems Support Officers to ensure that effective processes and systems are developed and implemented to provide an efficient and effective wider administration service.
15. To coordinate and implement changes to duties, responsibilities and other factors required by service developments.
16. To support the clear monitoring of High Needs Funding to ensure SEN provision is delivered within the agreed budget, therefore keeping clear records of placements costs.
17. To work with the SEN finance team to ensure invoices are paid in accordance with council SLA agreements and ensure accurate recording of SEN placements and associated finance.
18. To carry out the above duties in line with corporate policies and statutory guidance including Data Protection, Freedom of Information etc.
19. Consistently implement the governance framework, preventing individual errors of governance, to ensure that quality and budget are maintained.
20. Escalate any and all instances of non-compliance with the process to the SEND Resource & Performance Manager.

21. It is expected that the post-holder may be requested to participate in other duties which may be deemed appropriate to the post, and to engage in planned professional development in accordance with the building capacity programme.

Scope of role

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Qualification in finance AAT L2 or equivalent</p> <p>Qualification in Business Administration NVQ Level 4 or equivalent</p> <p>Educated to a minimum GCSE standard, including English and Maths Mathematics at Grade C or above (or equivalent)</p>	<p>Minute Clerk qualification</p> <p>A recognised IT qualification (e.g. ECDL)</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare</p> <p>Experience in a Leadership or Supervisory role</p> <p>An ability to motivate and encourage others to accept change and to challenge themselves to reach their full potential</p> <p>Can clearly and concisely communicate goals, tasks and other organisational needs to team members</p> <p>Able to plan and implement changes to duties, responsibilities and other factors required by service developments</p> <p>An ability to identify and solve difficult or unexpected situations in the workplace quickly and effectively</p> <p>Significant experience in administrative work in an office environment</p> <p>Excellent ICT skills including use of Microsoft Outlook, Word, PowerPoint, Excel and experience of using databases for accurate data input and interpretation</p> <p>Excellent interpersonal skills with the ability to communicate clearly and confidently both orally and in writing</p>	<p>Previous experience in an Education environment working with children and young people</p> <p>Knowledge of the 1996 Education Act, Children and Families Act 2014, and associated SEN Code of Practice and Guidance documentation</p>

with officers at all levels in the Council, plus external partners and stakeholders including parents, carers, schools and other professionals

Excellent time management and organisational skills, with experience of working in a fast-paced environment and prioritising to meet deadlines and targets

Ability to work as part of a team and assist other staff and management to meet their deadlines and targets

Discreet and used to dealing with confidential material

Motivated, with the ability to work under own initiative flexibly balancing several competing tasks and projects simultaneously, often under pressure working to deadlines

Resilient with a positive 'can do' approach to new challenges

Excellent attention to detail

Empathy in leadership

Decision making skills

**Work-related
Personal
Requirements**

The ability to converse easily with members of the public and respond effectively to questions in spoken English

**Other Work
Requirements**

A commitment to training and continued personal development and the ability to self-evaluate learning needs and actively seek learning opportunities

**Role models
and
demonstrates
the
Council's
values and
behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council’s Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

