

Job description

Job title:	Experts at Hand Administrator		
Directorate:	People	Salary:	£25,989 - £29,540 per year plus £729 London Weighting
Section:	Education and Learning/ Educational Psychology Service	Grade:	BG-I SCP 6-14
Location:	Child Development Centre	Work style:	Fixed

Key objectives of the role

To support the effective and efficient delivery of the provision of services within the Experts at Hand (E@H) team.

To be based in the existing Child Development Centre (CDC) in Great Hollands which is to be transformed into a 0-25 SEND hub. To answer the phone and greet professionals and clients who visit the centre. To make appointments and bookings and deal with other administrative tasks to support the multi-disciplinary E@H team.

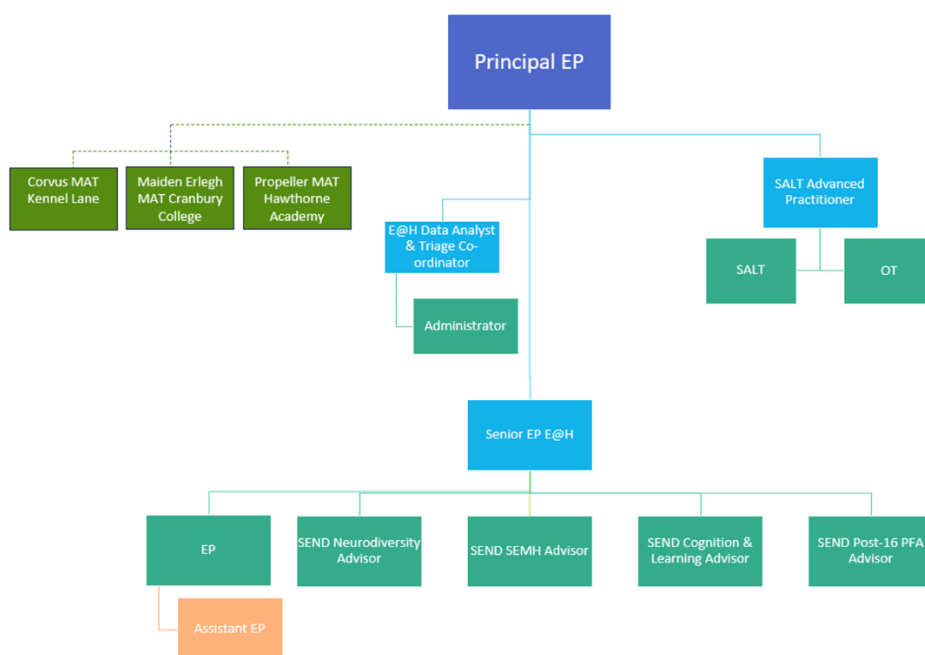
To provide high-quality confidential support in relation to coordination, administration, and implementation of all aspects of the E@H service work including adding data to spreadsheets etc.

To work closely with the Data Analyst and Triage Manager and any other business support officers within the Educational Psychology Service to integrate and further develop processes and systems.

To contribute towards training new staff, enhancing induction and training materials, and developing an efficient and effective wider administration service in relation to the E@H offer.

Designation of post and position within departmental structure

The Experts at Hand Administrator reports directly to the Data Analyst/triage coordinator, who reports to the Principal Educational Psychologist



Daily and monthly responsibilities

1. To support the effective and efficient delivery of the provision of services within the E@H service including coordination, administration and collation of information in line with DfE statutory guidance.
2. To provide high quality confidential support in relation to coordination, administration, and implementation of all aspects of the E@H Team's work.
3. Responsible for liaising with internal and external stakeholders including Parent Carers, Education Settings and other professionals, and issuing high-quality written correspondence in line with requirements. For example, triage outcome letters, recording decisions.
4. Responsible for information management, including maintaining and updating documentation on shared systems, and the case management system, with due regard to data security.
5. To support all E@H Team members to ensure that documentation is appropriately recorded on the required system, that all required persons have appropriate access to data and utilise central storage systems for this purpose.
6. Responsible for making arrangements for meetings, workshops and other events as required.
7. Collate the timely preparation and circulation of meeting papers, action notes and following up on action points.
8. To work closely with other officers within the team to integrate and develop processes and systems, and to contribute towards training new staff and developing an efficient and effective wider administration service in line with the teams processes and procedures.
9. To provide effective and efficient administrative support to the E@H service, including (but not limited to); responsibility for managing and responding to email correspondence in the

team email drop boxes, taking and distributing high-quality minutes for internal and external meetings, supporting with telephone and email correspondence.

10. To work closely with colleagues in the wider Educational Psychology Service Business Support Team to ensure that enquiries are responded to in a timely manner and in line with statutory timescales.

11. To carry out the above duties in line with corporate policies and statutory guidance including Data Protection, Freedom of Information etc.

Scope of role

This role has no line management or budget management responsibilities. The post-holder will have considerable contact with internal and external stakeholders which may include, but is not limited to, staff within the team, Parent carers, education settings and other professionals including Health and Social Care.

At all times:

- 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	Qualification in Business Administration NVQ Level 3, or equivalent or qualified by experience Educated to a minimum GCSE standard (5 GCSE Grades 4-9, including English, Maths and ICT), or equivalent	
Competence summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, and promoting their welfare. Excellent IT skills including use of Microsoft Outlook, Word, PowerPoint, Excel and experience of using databases for accurate data input and interpretation. Excellent interpersonal skills with the ability to communicate clearly and confidently both orally and in writing with officers at all levels in the Council, plus external partners and stakeholders including parent carers, education settings and other professionals. Able to take a creative approach to problem solving. 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. Discrete and used to dealing with confidential material. Previous administration experience in an office environment. The ability to follow procedures consistently.	Previous experience in Education/ working with children and young people with SEND. Knowledge of the Children and Families Act 2014, and associated SEN Code of Practice and Guidance Documentation.

Work-related Personal Requirements	Ability to work accurately under pressure and within agreed deadlines. Ability to maintain confidentiality and to deal with sensitive issues with tact and discretion. Ability to represent the E@H service in a professional and confident manner.
Other work requirements	A satisfactory enhanced Disclosure and Barring Service check. The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.
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 and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.