

Job Description

Service:	Education and Skills
Location:	Colindale
Job Title:	Business Support Officer
Grade:	SCP 14-20
Reports to:	Senior Business Support Officer

1. Purpose of Job:

- Delivering comprehensive and flexible administrative and technical support activities to the Education and Skills Service and schools that help maximise the working potential of Senior Management and support business needs.
- To provide an efficient, effective and timely SEN casework related support function as part of the SEN Strategic and Casework Team to support the delivery of a specialised service relating to pupils with SEN.
- Within the context of an integrated service and working in collaboration with operational colleagues, deliver innovative, cost effective and efficient business support solutions and systems.
- Ensure professional standards and best practice act as key drivers within a culture of continuous service improvement to meet present and future client and service needs.
- To support and assist the Senior Business Support Officers to deliver the Local Authority's statutory responsibilities.
- Provide support for and administration of the statutory duties required of the ECT Appropriate Body.
- To provide business and administrative support for the BPSI and Traded Services. This will include initiating work to comply with the strategic outline identified by the Traded Services Operations Director and ensuring the training and development programme is effectively provided to schools.

2. Key accountabilities/duties/responsibilities:

- Carry out business support activities that help maximise the working potential of Assistant Directors and support business needs across the Education and Skills Service.
- Establish productive, professional working relationships with internal colleagues, external organisations, schools and settings to enhance service delivery.
- Work with the Senior Business Support Officer and other support officers to ensure contact details are up-to-date.
- Ensure that the support functions are administered and including timely responses relating to:
 - The SEN statutory timescales for assessment and statementing/ preparing EHCPs



- Responses to annual reviews by schools, settings, colleges and the Local Authority
 - Responses to SEN appeals
 - Responses to complaints, FOI and SAR requests
 - Phase transition processes
 - Pupils transferring between other LAs
 - Customer care response time standards
- Ensure timely and accurate data input to Tribal, checking consistency and coherence with file and any other records, including decision making records.
 - Be responsible for the timely receipt and collation of advice in relation to the statutory assessment and review process of children who have special educational needs and ensure compliance with statutory timescales.
 - Advise and develop shared knowledge across support officers to ensure that the needs of different internal and external clients are understood. This includes providing business support to other service areas within Education and Skills during busy periods and to cover absence.
 - Provide quality assurance of ECT reports through monitoring and recording evidence against Teachers' Standards in line with the Statutory Guidance for the Induction of ECTs.
 - Work in collaboration with operational colleagues to ensure efficient administration of the ECT training programme.
 - Understand the role of the Specialist Teams within the Education and Skills Service and the relationship with schools, to ensure that the Business Support Team works in a proactive, collaborative and constructive manner, adding value to each stage of the process and deliver to the shared objective.
 - Provide high quality business and administrative support to the Traded Services Operations Director and the Barnet Partnership School Improvement (BPSI) Steering Group which may include: diary management and travel arrangements, minute taking, typing letters/ drafting various reports, preparing statistical information, preparing presentation slides to ensure a professional and consistent support service.
 - Update the BPSI team's websites and make decisions on the information and layout that is published on these websites.
 - To ensure training and development sessions are successfully organised and delivered by using initiative and established procedures to make sure that every component element is planned and completed.
 - Produce correspondence, course publicity, materials, etc using a database and word processor and reprographic equipment
 - Ensure the effective and efficient delivery of the basic support functions, meeting the quality standards; including answering phones, minuting, arranging meetings and diaries, preparing papers, drafting correspondence, filing, contact lists, structure charts and data management.
 - Handle a range of queries and provide accurate and timely information to a wide range of clients, parents, schools, outside agencies on statutory requirements and procedures.
 - Organise, administer and attend a range of Partnership meetings, Tribunal and Specialist Panels as required. To include preparing and circulating minutes, agendas and documents, take minutes, record and communicate decisions.



- Ensure delivery is in accordance with policies and procedures of the Education and Skills Service, and complies with professional standards, policy and practice and the relevant statutory frameworks.
- To specialise in particular areas of work as required. This could include providing support around communications and events.
- To liaise with Directors, Assistant Directors, Headteachers, schools, members of the public and other members of the Council.
- Responsible for prioritising and dealing with general enquiries efficiently and effectively both on the telephone and in person and able to give advice and information by email and written communications.
- Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.

2.1. Key accountabilities

2.1.1. Strategy and Policy Development

- Understand Business Plans and ensure they direct day to day service priorities.

2.1.2. Performance and Customer Focus

- Deliver consistently high performance within the context of a performance management culture.
- Ensure that outstanding customer service is being delivered on a day to day basis in line with service standards.
- Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post.

2.1.3. Financial Responsibilities

- No direct budgetary responsibility.

2.1.4. Leadership and Management

- No direct line management but may support more junior staff within the service.

2.1.5. Programme & Project Management

- Within service area, deliver all projects to a high standard and within programme management standards.



2.1.6. Communication & Influence

- Support internal and external communications for the Education and Skills Service. Ensure all communications are clear, effective and appropriately targeted
- Work closely and collaboratively with colleagues across the Service and partners to ensure business activities are appropriately integrated and joined up.

2.1.7. Health and Safety and Data Management

- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and the Education and Skills Service data management protocols.

3. Promotion of Barnet Education and Learning Service Values

To ensure that customer care is maintained to the agreed standards according to BELS values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

5. Barnet Education and Learning Services' Commitment to Equality

To deliver BELS' commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services BELS delivers.



Person Specification

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Essential Qualifications required

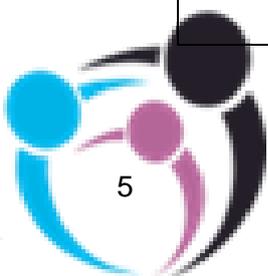
Type	Level required
1. Professional qualifications/ memberships	No specific professional qualifications required
2. Education	Educated to A level or equivalent experience. Be able to demonstrate a good standard of literacy, numeracy and excellent communication skills

Technical / Knowledge Requirements

Type	Description
3. Role Specific Competencies	<ul style="list-style-type: none"> Experience of operating effectively in a pressurised administrative environment experiencing a broad range of administrative functions Experience of preparing correspondence, reports and other documentation using Word, Excel and other PC based systems in an accurate and competent manner
4. IT skills	<ul style="list-style-type: none"> Advance user of Microsoft Office specifically Word, Excel, PowerPoint, Outlook and other specific software packages Experience of IT for record keeping, ordering, daily management
5. Knowledge	<ul style="list-style-type: none"> Proven experience of working with office systems and business administration
6. Experience	<ul style="list-style-type: none"> Experience of supporting a business area

Behavioural Competencies

Competency	Key to role
7. Administration Skills	<ul style="list-style-type: none"> Proven experience in administrative or business support The ability to take notes of meetings; to convert them into an accurate record of the meeting with clear and defined action points, ownership and timescales



	<ul style="list-style-type: none"> • The ability to create and maintain efficient, effective and secure filing systems, both manual and electronic
8. Time management	<ul style="list-style-type: none"> • Able to demonstrate excellent and high level of organisational and time management skills • The ability to work in a pressured environment working to tight and frequently changing deadlines • Ability to work on own initiative, prioritise and meet conflicting deadlines
9. Team working	<ul style="list-style-type: none"> • Ability to work with different managers and prioritise work accordingly • Shares information with colleagues to deliver objectives • Able to demonstrate effective skills in an office environment • Contributes to a positive team spirit and healthy working environment • Actively contributes ideas in team meetings or discussions • Appreciates the demands on team colleagues and willingly provides them with support • Can agree to compromise where appropriate
10. Communication skills	<ul style="list-style-type: none"> • Can demonstrate the effective use of written and verbal communication skills to provide a high-quality service to customers • Ability to interact and communicate, either face to face or on the phone with a diverse group of people • Is courteous and polite when interacting with customers and colleagues • Passes on information accurately and promptly • Listens carefully to others and asks questions for clarification • Presents ideas and views with confidence and clarity • Writes fluently and succinctly using appropriate style • Adopts a clear and professional telephone manner • Deals with confidential or sensitive issues discreetly
11. Influencing & negotiation	<ul style="list-style-type: none"> • Can demonstrate a history of good team work and working well with others across a wide range of seniority

<p>12. Respecting others</p>	<ul style="list-style-type: none"> • Respects the opinions of others and acknowledges opposing viewpoints • Consistently acts in a way that promotes equality and diversity • Shows integrity and fairness when dealing with customers and colleagues • Demonstrates impartiality and objectivity when taking actions and making decisions • Shows empathy and understanding for the feelings of, and situations faced by others • Is aware of own responsibilities for the health, safety and welfare of self and others
<p>13. Setting direction</p>	<ul style="list-style-type: none"> • Is clear about BELS' strategic priorities and the goals of own service area/Directorate • Understands how own work contributes to the BELS' goals • Seeks to understand the need for, and responds proactively to organisational change • Approaches change positively • Can demonstrate an ongoing commitment to learning and performance enhancement
<p>14. Management & performance</p>	<ul style="list-style-type: none"> • Works with manager to agree performance objectives • Takes ownership for, and commits to achieving performance objectives • Monitors and evaluates own performance against objectives • Positively inputs to the performance appraisal and development review process • Able to demonstrate the impact of delivering excellent customer service • Able to add value to the role by being proactive in providing assistance without requiring specific requests to be made
<p>15. Working in Partnership</p>	<ul style="list-style-type: none"> • Understands the key functions of BELS' and the broad roles of service areas • Recognises the advantages of working with others across the council • Builds strong working relationships, and seeks out views of people outside of their team • Appreciates the political make-up and decision making processes of the council • Shares information and knowledge with those outside of own team.

16. External partnership working	<ul style="list-style-type: none">• Readily and effectively works with representatives of partnership• Has broad understanding of the wider local government context• Recognises the importance to the council of active partnership working
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