



## Job Description

<b>Job Title:</b>	SENISS Support Officer
<b>Directorate</b>	Children and Young People's Service
<b>Service Area</b>	Early Help, SEND Support Services, SENISS
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£26,845 – £31,099
<b>Job Type</b>	Hybrid
<b>Location</b>	1 <sup>st</sup> Floor   Parklands Customer Focus Centre   Conleache Road   Liverpool   L24 0TY
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	

## Job Purpose

To provide business support to the SENISS service.

### Directly Responsible For:

Customer-facing for SENISS service and support for a Team of specialist advisory teachers for children with SEND (17 teachers presently).

### Directly Responsible To:

SEND Support Services Manager: John Holt

SENISS Operational Managers: Alison Woodburn and Katie Roscoe



## Main Areas of Responsibility:

- To provide high quality business support to SENISS that is planned on an annual cycle of activities.
- To manage accurate information on relevant IT systems (capita) and support the management of data collection. Support the design of reporting procedure and deliver agreed data sets to operational leaders for strategic planning. This includes proofing documentation for accuracy of information and calculations.
- To maintain databases and records on a weekly basis for contracts and Service Level Agreements. To implement recoupment processes.
- To be responsible for minute taking and follow up work from team meetings to include circulation of minutes, inform relevant parties of outcomes and undertake any additional follow up work required.
- To provide appropriate materials in preparation for panel reviews, tribunal, training delivery and other activity associated with the service.
- To assist leaders in the recruitment process. Implementing the statutory processes surrounding DBS and facilitating interview planning and delivery. SEND Leadership Support
- To manage appointments and electronic diaries to ensure that up to date information regarding staff availability/whereabouts is available at all times.
- To be the communication lead for the service. This includes all customer facing activity such as telephone response, published materials and sharing of LCC branded information across the SEND partnership. To support operational leaders in developing a social media policy and practice.
- To implement initiative to solve lower level problems that arise on a daily basis.
- To liaise with service leaders in order to brief and plan resolutions to larger whole service problems.
- To oversee individual SEND projects as guided by the leadership team of SEND in relation to specialist support services and LCC priorities. To liaise with schools, head teachers, SENCOs and other professionals within Children and



Young People's Service and partner agencies to ensure that policy and practice in relation to Early Help is communicated effectively.

- To establish and maintain effective file management systems for Specialist Support Services and SEND Manager to ensure an auditable trail is available.
- To assist in the co-ordination and preparation of national and local Performance Indicators, data retrieval and management information.
- To contribute to the coaching and development of appropriate staff.
- To initiate, engage, and challenge self in personal development activities and qualifications.
- To undertake a support function on information sharing and data protection.
- To provide support to other areas of the business unit as and when required.
- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act.
- To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.



- To oversee individual service (SENISS) accounts including; Keeping accurate records to track spending and income for all transactions, preparing balance sheets, processing invoices, preparing termly and annual financial reports, and assist with budget preparation/analysis.

## Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## Physical Demands of the Job:

The position is likely to require sitting for long periods at a desktop/laptop computer. Ergonomics design assessed.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.



## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Relevant qualifications in literacy and numeracy GCSE A – C, or equivalent). (A, I)

### Desirable

- Evidence of current and continuous professional development
- An appropriate qualification in ICT, for example ECDL
- Successful completion of or commitment to undertake SAP training

## Experience

### Essential

- Experience of financial systems (e.g. SAP) (A, I)
- Experience of providing administrative and data support as part of team working (A, I)
- Experience of dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A, I)

### Desirable

- Recent experience of working within an educational or social care environment



- Experience of administering local authority panels
- Experience of working as part of a team including multi-agency teams
- Experience of servicing meetings, courses and conferences and associated functions
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding disabled children and children with additional needs
- Working experience and knowledge of the Children and Families Act 2014

## Skills/Abilities

### Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, Intranet and the Internet (A, I, T)
- Ability to undertake purchasing and invoicing within Council policies and procedures (A, I)
- Ability to work regularly under pressure for periods of time i.e. during leadership meetings, finance surgeries, contract meetings (A, I)
- Evidence of good oral and written communication skills, using high standards of literacy and numeracy (A, I)
- Ability to work as part of a team, but also to work under own initiative with minimal supervision (A, I)
- Ability to work effectively to timescales and to meet strict deadlines (A, I)
- Good organisational skills, ability to use initiative and implement time management strategies based on prioritising tasks following leadership guidance (A, I)
- Ability to liaise professionally with staff at all levels and to communicate effectively with members of the public (A, I)



## Desirable

- Ability to efficiently co-ordinate data collection and perform analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- Knowledge of protocols to support SLAs and Traded Services
- Awareness of Data Protection and confidentiality

## Commitment

### Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A)
- A commitment to the City Council's Equal opportunities Policy (A)
- A commitment to the local authority's policy on Inclusion (A, I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (A, I)
- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination (A, I)
- To practise and promote equality of opportunity and non-discriminatory practice (A, I)

## Other

### Essential

- A positive attitude towards personal development and training (A, I)