

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DIRECTORATE	CHILDREN'S SERVICES
DEPARTMENT	INCLUSION LEARNING AND ACHIEVEMENT
SECTION	TARGETED ATTENDANCE IMPROVEMENT, ADVISORY AND SUPPORT SERVICE
POST DESIGNATION	BUSINESS SUPPORT OFFICER
GRADE	SO I
REPORTS TO	HEAD OF SERVICE - TARGETED ATTENDANCE IMPROVEMENT AND ADVISORY SERVICE

PURPOSE OF JOB:

To be responsible to the Head of Service for providing high quality business support by undertaking administrative, financial and operation functions in relation to:

1. School attendance and legal proceedings related to irregular/non-school attendance
2. Children missing education
3. Child employment
4. Elective home education.

MAIN DUTIES

1. To be responsible for ensuring all business support tasks and deadlines are completed within defined timescales. Ensuring work priorities are determined and applied consistently and quality of service is maintained.
2. To lead on maintaining and developing systems for holding information on case files, storage, retrieval and archiving. To be responsible for and manage the service mailboxes, liaising as necessary and responding to enquiries and redirection, as appropriate.
3. To use own initiative to utilise all resources efficiently and effectively, ensuring that work complies with council policies and procedures and that statutory obligations are met. To be responsible for keeping up-to-date asset records of service equipment and monetary goods held.

4. To lead on managing payments made and received by the service, undertaking financial monitoring of budgets, ensuring compliance with financial regulations and agreed procedures.
5. To lead on the quality assurance of data held and contribute to service requirements and improvement by collecting, collating, analysing and providing information for reports, DfE returns, Freedom of Information Requests and ad hoc data requests.
6. To be responsible for the development and maintaining the service's databases and case management system for the various service areas. Participate in the evaluation of new software packages or facilities and in the support and training of colleagues in their use.
7. To be responsible for preparing court documents for presentation either at Magistrates or Family court, ensuring quality assurance, legal requirements and deadlines are adhered to. To liaise with the courts, legal services, schools and parents regarding cases referred for trial and execution of warrants.
8. To be responsible for the administration of School Attendance Orders (SAOs), Education Supervision Orders (ESOs) and Penalty Notices (PNs) producing and sending letters to parents and schools, monitoring and maintaining accurate records and producing information as required.
9. To support senior officers on all matters relating to the service to ensure systematic planning and monitoring, including providing support to the specialisms of child employment, children missing education and elective home education.
10. To deal sensitively with all enquiries and communications, assessing needs and providing the most appropriate response, including advice and guidance, signposting to other sources of help and involving other internal and external professionals as necessary. Communicating with a range of stakeholders, maintaining good customer care, discretion and a high level of confidentiality at all times.
11. To keep up-to-date with legislation, regulations, guidance, policies and procedures relevant to the post.
12. To lead on the review and development of administrative procedures, working methods and practices to ensure continued effectiveness and efficiency in meeting changing local and statutory needs, liaising with colleagues and managers to ensure corporate consistency. Developing guidance on these processes, providing training where necessary.
13. To undertake tasks related to case audits and quality assurance activity within the service.
14. To undertake any other work appropriate to the level and general nature of the post's duties.
15. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
16. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
17. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
18. This post requires a Basic DBS and will be supported by Safer Recruitment tools
19. The postholder may be required to undertake alternative, additional or ancillary duties from time-to-time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: Head of Targeted Attendance Improvement, Advisory and Support Service

Person Specification

Job Title	Senior Business Support Officer
Grade	SOI
Service/Section	Targeted Attendance Improvement and Advisory Service / Inclusion, Learning and Achievement
Directorate	Children's Services

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Knowledge and understanding of legislation, guidance, and current initiatives in relation to school attendance and legal enforcement interventions	D
Skills and Abilities	
Proven ability to work efficiently and effectively without constant supervision and to strict deadlines.	D
Excellent written and verbal communication skills with proven ability of effective communication with colleagues at all levels, internal/ external partners and parents/carers	E
To effectively deal with enquiries relating to the service area from members of the public and internal/external partners, maintaining a professional customer care approach and confidentiality at all times.	E
Excellent recording skills, attention to detail and ability to summarise complex information, producing written communications and reports as required.	E
Ability to evaluate, design and implement administrative systems and procedures, contributing the quality assurance of the service	D
	E

To be competent in the use of various IT systems, databases and packages, to be able to monitor, gather, analyse and interpret data for data management, statistical collation and the production of reports To ensure professional curiosity at all times, to as far as possible safeguard children and young people.	D
Experience	
Substantial business support experience Experience of working collaboratively with other professionals, internal and external partners.	E D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E D