

Person Specification

Job Title	Assistant Psychology Support Officer
Grade	Scale 5
Service/Section	Educational Psychology and Wellbeing Service
Directorate	Children's Services

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

Criteria	Essential/Desirable	Assessed by
Knowledge		
Understanding of data protection requirements and the importance of confidentiality when handling sensitive personal information	E	A, I
Knowledge of the SEND system and Education, Health and Care needs assessment processes, including statutory timescales	D	A, I
Skills and Abilities		
Strong organisational and time management skills, with the ability to coordinate multiple activities and priorities against fixed statutory deadlines	E	A, I
Ability to communicate clearly, sensitively and professionally with a wide range of people, including parents and carers, school staff and professionals, by telephone, email and in person	E	A, I
Ability to maintain accurate records and produce clear correspondence, with strong attention to detail	E	A
Ability to follow up outstanding information persistently and courteously across several parties to keep cases moving	E	I
Proficient in Microsoft Office and confident in learning new digital systems, including case management or tracking systems	E	A, I
Ability to work independently and flexibly as part of a small team, exercising judgement about when to seek advice or escalate	E	I
Ability to produce simple management information from spreadsheets or trackers to support service monitoring	D	A, I
Ability to collate data and produce simple data analysis from spreadsheets or trackers to support service requests	D	A, I

Experience		
Experience of administrative work in a busy environment, including diary management, correspondence and record keeping	E	A, I
Experience of coordinating meetings, visits or appointments involving multiple parties	E	A, I
Experience of handling confidential or sensitive information	D	A, I
Experience of working in education, children's services, health or another local authority setting	D	A
Personal Attributes		
Commitment to improving outcomes for children and young people	E	I
Professional, approachable and solution-focused	E	I
Proactive, using initiative to anticipate problems and keep work moving	E	A, I
Resilient and calm when managing competing demands	E	I
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	A, I