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Apprenticeship

Role description:	Apprentice Business Admin - SEND	
Role profile family:	Business Support	
Role profile number and grade:	AP00 – 1492 based upon BS05 1492	Apprentice rate of pay below relevant to apprentice level and age of postholder
Number of posts:	1	
Service/Team:	Special Educational Needs and Disability and Inclusion (SEND&I)	
Reports to:	SEND business support manager	

Apprenticeship Overview

Level 3 Apprenticeship in Business Administration

- 15 month agreement
- Level 3 Diploma in Business Administration

Apprenticeship rate of pay for a level 3 apprenticeship

	Age under 18	Age 18 – 20	Age 21 +
Hourly rate	£6.40	£8.60	£11.44
Annual salary	£12, 348	£16, 592	£22, 072

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Requirements during apprenticeship in relation to role.

- In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:
 - You must be 16 or over
 - You must be living in England and not taking part in full-time education

Essential criteria for the apprenticeship

- English or Math's GCSE Grade D/3 or equivalent
- Good IT skills and working knowledge of Microsoft Office programs
- Excellent customer service skills
- Ability to work on own initiative.
- Able to communicate effectively verbally and written
- Good understanding or lived experience of Special Educational needs and disabilities/social care services.

Desirable criteria for the apprenticeship

- English or Math's GCSE Grade C/4 or equivalent
- Good understanding of data protection issues
- Good understanding of the organisation of schools and early years setting in Wiltshire and how the council works with them
- Works to a good level of accuracy and pays attention to details in all aspects of work
- Confident in handling large quantities of data
- Good organisational skills and logical with an eye for detail and accuracy

- At the end of the apprenticeship, you will be able to demonstrate the specific qualifications, knowledge and skills required for this role and as detailed in the person specification of the attached role description.
- Upon successful completion of the apprenticeship you will move to the role and grade of the attached role description of BS05 1492 £23, 893 - £24, 702

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ROLE PROFILE

Job family	Business Support	Role profile number	BS05-1492	Grade E
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Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

Grade E posts are higher in 'Contacts & Relationships' with the requirement to provide advice and guidance on less well established situations but still within a general framework. Grade E posts also require a higher level of 'Knowledge & Skills' in the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Attention to detail. Good organisational skills and the ability to prioritise workloads.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Using existing templates create basic documents and correspondence to customers from information provided. Schedule meeting, events and book rooms. Organise room layout and book catering
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Collate, verify and prepare data for analysis. Process data following standard procedures. Take an active part in achieving team objectives to support the delivery of a specific activity.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .

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Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.
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The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

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ROLE DESCRIPTION

Role description:	Special Educational Needs & Disability Business Support	
Role profile family:	Business Support	
Role profile number and grade:	BS05-1492	Grade E
Number of posts:	2	
Service/Team:	Special Educational Needs & Disability (Families & Children's Services)	
Reports to:	SEND business support manager	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Council's processes and procedures

Service / Function Context

The Special Educational Needs and Disability (SEND) Service exists to improve outcomes and make a positive difference to the lives of children and young people with SEND, and their families, who require support to be included in their community.

The Service will provide high quality, coordinated child, young person and family-centred services which respond to needs and adopt a preventative and early help approach. Whenever and wherever possible services will be provided at a mainstream universal level (within communities) and barriers to this will be removed.

The Service will adhere to agreed key operating principles designed by customers and staff, and which ultimately place the child, young person and their family at the heart of service provision and empower them to live the life they choose. This will be achieved by enabling the provision of timely, coordinated services, planned in partnership with each child, young person and their family.

The Service is delivered across two locality areas within the county of Wiltshire with SEND lead workers based within localities across the county.

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The Service sits within Wiltshire's Families & Children's Services which is led by the Corporate Director for Children & Education. Families & Children's Services in Wiltshire are delivered by a number of agencies working together through a shared vision and values. The Service is pivotal in supporting delivery of the Council's overall Business Plan, the development of Commissioning Strategies and work closely with Commissioners, and in accordance with relevant service specifications.

Services are delivered in a way which listens to and responds to the voice of children, young people and their families. The Council places significant value on working with parents/carers through the local Wiltshire Parent Carer Council and has a strong track record of involving children and young people in the development of services.

Job Purpose

This main function of this post is to support the SEND team through a range of specific duties and responsibilities related to the Special Education Needs & Disability statutory process and other inclusion services. This includes providing dedicated support and administrative service to a group of managers and SEND practitioners maintaining diaries; maintaining manual and computerised filing systems, monitoring and progressing the statutory assessment process, maintaining databases and providing first contact for early years settings, schools and outside agencies in connection with the work of the service.

The post also involves organising and coordinating events including conferences, courses, briefings, workshops and network meetings and assisting with the operation of the office or training accommodation.

The post also has a role to play in managing information exchange between the Council and early years and schools settings, health services and social care in respect to the statutory process when an Educational Health Care Plan is finalised.

Specific duties and responsibilities include:

- Ensure the information the council holds on the SEND database is accurate and up to date through monitoring and reviewing changes and actively assisting in the processing and administration of new requests for statutory assessment, ensuring process proceeds to deadlines.
- Maintaining accurate and up to date pupil records, including the management of pupil archive records
- Resolves any issues regarding anomalies with incomplete or inaccurate information through liaison with SEND officers, schools, early years settings and parents/carers
- Responds to enquiries that come through from providers and parents to the SEND telephone helpline and email boxes resolving queries
- Provides day-to-day support to senior colleagues including: proof reading and dispatching correspondence, maintaining diaries, assisting with colleagues' filing and record keeping, including electronic databases. Responding to changing priorities and initiatives coming from individuals' workloads.
- Preparing, quality assuring and circulating, individual letters, Notes of Visits and Reports,

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many of which are confidential. Meeting deadlines as required by the SEND statutory process, colleagues and outside agencies. Negotiating changes to deadlines where appropriate if necessary and ensuring SEND colleagues are alerted to imminent deadlines.

- Answering queries or referring them to senior colleagues or others. Such queries are received on a day-to-day basis from managers and staff of schools and early years settings, colleagues across the council and public and staff from other external agencies.
- Preparing presentational material to a professional standard for use at seminars, conferences, courses and meetings. Preparing resources on behalf of senior colleagues using a range of graphic and style layouts.
- Assisting managers with the preparation, presentation and monitoring of budgets throughout the year and maintaining efficient systems for processing, paying and recording external and internal debts and raising invoices to external debtors.
- Convening and servicing meetings on behalf of senior colleagues. Booking venues, circulating agendas, minuting meetings and maintaining circulation lists. Ensuring all arrangements run smoothly.
- Attending meetings and courses off-site as required.
- Organising and coordinating professional development events including conferences, courses, briefings, workshops and network meetings ensuring each event runs smoothly by undertaking effective marketing and communicating with delegates, tutors and venues. Ensuring accurate records are maintained for each event. Taking responsibility for the ordering and cataloguing of resources, liaising with suppliers, administering the loan of resources and maintaining related systems. Assisting with the provision of a reception service for visitors and telephone callers for SEND at County Hall providing guidance and advice.
- To participate, as required, in the provision of a high-quality front-of-house reception service for visitors and telephone callers for SEND at County Hall. To include:
 - Receiving enquiries and actioning as appropriate, operating helpline systems
 - Providing advice/guidance to members of the public as needed
 - Ensuring urgent matters are referred to appropriate staff/officers

Specific requirements for this post:

None

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Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

Educated to A level standard or equivalent

Good understanding of confidentiality

Good understanding of data protection issues

Good understanding of the organisation of schools and early years setting in Wiltshire and how the council works with them

Proficient in the use of Microsoft Windows applications including Word, Excel, Outlook etc

Good keyboard skills re data inputting

Relevant experience in use of databases

High standard and confident use of English

Good level of numerical skills

Excellent communication skills and able to talk to people from all backgrounds

Ability to communicate with confidence to senior colleagues and other professionals both internally and from other outside organisation.

Works to a good level of accuracy and pays attention to details in all aspects of work

Ability to handle difficult telephone and/or face to face conversations with tact and diplomacy

Ability to explain complex rules, regulation and procedures

Confident in handling large quantities of data

Good organisational skills and logical with an eye for detail and accuracy

Able to work independently using initiative

Able to work under pressure to meet deadlines and quality standards

Desirable

Career graded posts

This post does not form part of a career grade.

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This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)

This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

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<p>For all roles within Families and Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>