

## **Access and Inclusion**

### **SEND Therapy Services (SALT and OT) Business Support/Administrator**

#### **Job Description and Person Specification**

**May 2022**

## Job Description

<b>Job Title:</b>	Business Support/Administrator
<b>Department:</b>	People
<b>Function:</b>	Access and Inclusion
<b>Team:</b>	SEND Therapy Services
<b>Post number:</b>	S003052
<b>Grade:</b>	LBR 5
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	21 hrs/Term Time Only
<b>Base location:</b>	Ray Lodge
<b>Reports to:</b> <i>Job title</i>	Head of Therapy Services
<b>Responsible for:</b> <i>Job titles of direct reports</i>	<i>No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion'</i>
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>To provide a high-level administration support to the Head of Therapy Services, Head of SALT and Head of OT as well as the OT and SALT teams as required</p> <p>You will be highly organised, dynamic, have excellent interpersonal skills and be able to work independently.</p> <p>Uploading videos and documents to the website as needed, updating any social media posts,</p>
<b>Key external contacts:</b> <i>Organisations</i>	Schools, colleges, parents, employers, third party organisations, health partners, other local authorities, Stationery supplier, OT equipment suppliers
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	<p>Other relevant internal departments – e.g HR, Finance, pay and contracts</p> <p>Colleagues from social care and health services</p> <p>Educational Psychology service</p> <p>SEND Assessment teams</p> <p>SEATSS team</p> <p>Early Years Assessment team</p> <p>Senior managers, LBR colleagues at all levels</p>

<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount.  Equipment, cash, property etc. for which  employee is responsible.</i>	None
<b>Key areas for decision making:</b>	<p>You will have a high level of Microsoft Office skills, including but not limited to Excel, Word, PowerPoint, Publisher.</p> <p>You will play a critical role in supporting the team's training programmes, including advertising, managing bookings and virtual invitations along with recordings of webinars.</p> <p>Assist in planning and arranging events, including organising catering</p> <p>Maintain stock lists and orders office supplies as needed</p> <p>Manage school spreadsheets, upload new referrals to the service, collate stats each month as required</p> <p>Attend management and team meetings, take minutes, and report them back as needed</p> <p>Maintain accurate records for employees, holiday/leave requests, starters and leavers coordination</p>
<b>Other considerations:</b> <i>E.g. working patterns</i>	<p>This is a primarily term time post, with working hours aligned with the school day. You will be required to undertake occasional work during school holidays (e.g. preparation for September)</p>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Data Coordination</b>	<p><b>This will involve:</b></p> <p>Organise, direct and coordinate SEND Therapy Services referrals, upload names of children to schools lists including all relevant information such as EHCP quantification</p> <p>liaising with Health Partners when necessary to ensure data accuracy</p> <p>Collating stats each month including new referrals received, number of children seen with specific quantification, and other stats as required.</p> <p>Creating documents as required such as report / letter templates and upload to storage area as required</p> <p>Setting up case file folders, as per directed format</p> <p>Liaising with schools and external services ensuring that all SEN information is received and accurate.</p>

<b>Events Coordination</b>	<p><b>This will involve:</b></p> <p>Assisting in planning, advertising, marketing and managing admin for training events. This will include organising a venue and catering</p> <p>Sending out invitations and collating feedback</p> <p>Creating flyers for training events including forums and ensuring events are appropriately publicised. Maintaining records of attendees and maintaining communication with all parties throughout.</p> <p>Collating termly and annual data from training and service performance to enable high quality evaluative feedback to Senior A and I managers</p>
<b>Management Support</b>	<p><b>This will involve:</b></p> <p>Providing professional, confidential, administrative support</p> <p>Attending management and team meetings, take minutes, type up and distribute</p> <p>Preparing correspondence to parents, agencies, professionals, staff and any internal correspondence under the direction of the manager</p> <p>Becoming lead contact for communications related to HR systems, new staff, leavers, IT equipment.</p> <p>Arranging meetings by scheduling appropriate meeting times, booking rooms, and planning refreshments</p> <p>Maintaining accurate records for employee holiday/leave requests</p>
<b>Learning and Development</b>	<p><b>This will involve:</b></p> <p>Attending workshops and training when requested</p> <p>Being proactive to learn higher skills to improve efficiencies.</p>
<b>Office Services</b>	<p><b>This will involve:</b></p> <p>Maintaining a positive and friendly image by acting as the first line of contact to visitors, customers, and vendors in person, online, and via telephone.</p> <p>Creating and coordinating approval forms for ordering new resources</p> <p>Copying / scan and file documents as needed electronically</p> <p>Maintaining stock lists and order office supplies as needed, regular auditing and management / assessment of stock.</p> <p>Ordering equipment and supplies and raising purchase orders for SEND Therapy Services when agreed by Head of service</p>

<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 and GDPR 2016 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>

<b>To contribute as an effective and collaborative member of the team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Business Support/Administrator		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	Minimum: GCSE grade 5 or above in English and Maths or equivalent experience	A	3
<b>Minimum experience/ knowledge/ skills:</b>	<ul style="list-style-type: none"> <li>Strong Attention to Detail The role requires someone who pays meticulous attention to detail</li> </ul>	A	3
	<ul style="list-style-type: none"> <li>Strong Record Keeping Skills</li> </ul>	A I	3
	<ul style="list-style-type: none"> <li>Strong Microsoft Office skills, particularly Excel, Outlook mailbox</li> </ul>	A I	3
	<ul style="list-style-type: none"> <li>Experience of working in a SEN environment</li> </ul>	I	2
<b>Minimum competencies:</b>  Time management	<ul style="list-style-type: none"> <li>Ability to Handle Confidential Information</li> </ul>	A I	3
	<ul style="list-style-type: none"> <li>Excellent Time Management Skills</li> </ul>	A	3
	<ul style="list-style-type: none"> <li>working to strict deadlines</li> </ul>	A	3
	<ul style="list-style-type: none"> <li>Able to cope with conflicting demands and interruptions in order to meet internally and externally imposed deadlines.</li> </ul>	A I	3
Communicating and influencing	<ul style="list-style-type: none"> <li>Excellent communication (including written) and interpersonal skills;</li> </ul>	A I	3
	<ul style="list-style-type: none"> <li>Collaborative and good at building relationships;</li> </ul>	A	3

Building relationships, working together and in partnership	<ul style="list-style-type: none"> <li>Will be able to work effectively with senior managers, staff, schools, external partners. Establish confidence and trust. Work flexibly, constructively, and effectively with colleagues in a team and make a positive contribution</li> <li>Will co-operate and work well with others in pursuit of team goals, sharing information and supporting others.</li> <li>Will promote a positive image of the Council and service</li> </ul>	I  A I  I	3  3  3
Respecting & implementing diversity	Redbridge Council is committed to equality of opportunity for all its residents. You will need to be familiar with the councils Equality and Diversity Strategy	A I	3
Planning, organising & achieving results	<ul style="list-style-type: none"> <li>Strong Prioritisation and Organisation Skills;</li> <li>a flexible working approach, not afraid to take on new tasks and able to multi task</li> <li>Ability to work to deadlines</li> <li>Proactive, with the ability to work independently, prioritising a busy workload and a large number of stakeholders</li> </ul>	A I  A  A	3  3  3
Embracing change	<ul style="list-style-type: none"> <li>We continue to redesign our services.</li> <li>Will learn from experience and others and use opportunities to acquire new skills and improve knowledge.</li> <li>Is able to adjust to new work demands and circumstances, adaptable and receptive to new ideas</li> </ul>	I  A I  A I	2  3  3
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>Right to work in the UK</li> </ul>	A	3
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	