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Description automatically generated

**Job Description**

**Job Title:** Database and Advice Line Officer

**Hours:** Three days a week (Tuesday, Thursday, Friday) – 22 hours, term time only

**Grade 4** (£24,294 - £25,979) pro-rata

**Overall purpose of the job**

This role is essential to contribute to the effective running of the Special Educational Needs and Disability, Information, Advice and Support Service (SENDIASS). Managing the case recording database and the advice line as well as general administration to support the service in delivering a highly effective support network.

This role supports both Cambrigeshire County Council and Peterboorugh City Council as part of an aligned SENDIAS service.

**Main Accountabilities**

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| 1. | General office support to prioritise responding to queries on the services confidential advice line and emails, liaising with SENDIASS staff and managers to ensure all advice and communications are delivered to the services regulatory guidelines. |
| 2. | Responsible for overseeing the collection of data management on the services case recording database and using Excel and other information systems to generate reports and distributing documents. |
| 3. | Oversee meetings and events are properly planned and arrangements co-ordinated and ensure records of meetings are taken and follow-up actions as necessary. |
| 4. | Ensure that all employees are conversant with, and competent is using the case recording database and other specific systems and procedures. |
| 5. | To assist with the monitoring of the service policies and procedures and contribute to the development of the service initiatives (including creating presentations, marketing, and training materials). |
| 6. | Ensure understanding of core business of the SENDIAS service. Undertake other tasks and responsibilities as required in the delivery of the SENDIAS service. |
| 7. | Demonstrate an awareness and understanding of equality, diversity, and inclusion. |

**Safeguarding Commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

Qualifications, knowledge, skills, and experience.

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| **Qualifications Required** | **Subject** | **Essential/Desirable** |
| Educated to A level, NVQ3 or equivalent standard (eg, GNVQ, certificate in managements, BTech) |  | Essential |
| IT competent |  | Essential |
| NVQ Level 3 / NVQ Assessor | Administration or management | Desirable |

Minimum level of knowledge, skills, and experience required for this post.

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| **Knowledge** | **Describe** | **Essential/Desirable** |
| IT | Fully proficient at using IT systems, with a good working knowledge of Microsoft and Office packages. Experience of using databases. | Essential |
| Office administration | Extensive office administrative experience. | Essential |
| Legislative requirement | Knowledge of health and safety, data protection and equal opportunities legislation and their requirements. | Essential |
| SENDIASS | Knowledge of the role of SENDIASS and a commitment to maintain and develop the services minimum standards. | Desirable |

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| **Skills** | **Describe** | **Essential/Desirable** |
| Self-motivation and prioritisation | Able to prioritise workload and complete in a timely manner. Able to consistently produce work of a high standard. Able to work on own initiative with minimal supervision. | Essential |
| Personal development | Committed to ongoing personal and role development. | Essential |
| Communication / Interpersonal | Good interpersonal skills – able to communicate in a friendly, open, and constructive manner.  Approachable and adaptable. Ability to grasp, assimilate and apply information and concepts quickly. | Essential  Desirable |
| Confidence | Able to communicate over the telephone and emails in a confident and clear manner. | Essential |

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| **Experience** | **Describe** | **Essential/Desirable** |
| Budgets | Knowledge of budget management and /or working with finance, eg. raising invoices. | Desirable |
| LA/County Council experience | Knowledge of Council policies and procedures. | Desirable |
| Project management | Understanding of project management principles. | Desirable |

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| Equality, Diversity, and Inclusion | Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role. |
| Safeguarding | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children, young people, and vulnerable adults. |

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| **Disclosure level** |  |
| What disclosure level is required for this post? | **None** |

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| **Work type** | | | | | |
| What work type does this role fit? | Fixed | **Hybrid** | Field | Remote | Mobile |