



Job Description and Person Specification

Job details

Job title: Administrator Level 2

Grade: NNC Payband03

Scope: Full Time

Reports to: Business Manager - School Place Planning

Responsible for: Processing Free School Meal (FSM) and Pupil Premium (PP) applications for North Northants Council and West Northants Council

Directorate and Service area: Children's Services - Access and Sufficiency

Purpose of the job

The Free School Meals Team fulfil the statutory duties of the local authority to provide provision of free school meals to pupils of all ages that meet the criteria.

To support the delivery of these duties we require Administrator to:

- provide and disseminate information.
- input, manipulate and retrieve Data.
- maintain, develop and enhancing services to service users; and
- acting as key point of contact.

Personal and Professional Standards

- To share the Council's commitment to safeguarding and promoting the welfare of children and young people
- To be aware of and comply with all relevant Council policies and procedures
- To participate in training and other learning activities commensurate with the post
- To attend and participate in meetings as required

Principal responsibilities

- Providing an effective and friendly service for parents/carers, schools and deal with all queries arising from the FSM email inbox and prioritise any urgent queries
- Process ALL FSM/PP applications as they come into the FSM email inbox within 5 days (this including manually check or applications that require further information)
- Run weekly FSM eligibility reports for schools
- Use the DfE's GIAP system to check pupil's FSM eligibility as needed
- To use the Capita portal as needed to check FSM/PP application status and update as required
- To file all successful applications in line with organised filing system and inform schools of successful FSM/PP applications
- To annually invoice schools who fall within the Service Level Agreement
- Process half termly vouchers for pupils who are eligible for FSM and issue to schools
- To liaise with the Household Support Team as needed regarding the pupil voucher scheme
- To provide administrative assistance across other areas within NNC as required

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
5. Engage effectively with providers to secure high quality of provision.
6. Ensure effective record keeping and report writing.
7. Work flexibly according to the needs of the service.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	GCSEs in English and Maths (grade 4), NVQ Level 2 or equivalent in a relevant subject to demonstrate good levels of literacy and numeracy	Understanding of corporate equality standards and diversity issues and impact on immediate work and service area. Experience of guiding and assisting less experienced colleagues. Working towards appropriate relevant qualifications in specialist area.

Attributes	Essential criteria	Desirable criteria
Experience and Knowledge	<p>Good standard of general education, Including English and Maths. Knowledge at an advanced level of using Microsoft programmes, including Word and Excel, Microsoft Teams and other Microsoft 365 applications management.</p> <p><i>Training provided for operating Systems Capita ONE, DfE's GIAP, ERP Gold</i></p>	<p>Previous experience of working with customers directly e.g., using telephone contact to identify customer needs</p> <p>Knowledge of process Free School Meals/Pupil Premium</p>
Ability and Skills	<p>Ability to work as an individual and also as part of a team</p> <p>Ability to establish good working relationships at all levels, build a positive relationships with colleagues, internal and external service users to deliver the service to required standards</p> <p>Ability to work under pressure to a high level of accuracy and to tight deadlines</p> <p>Ability to prioritise and manage own workload</p> <p>Ability to demonstrate excellent communication skills both orally and written, with the confidence to challenge</p> <p>Ability to develop effective administrative and support systems</p> <p>Ability to work co-operatively with colleagues and willingness to follow advice and guidance from senior officers and colleagues</p> <p>Ability to maintain accurate records. Attention to details. Excellent organisational skills and ability to manage a demanding workload.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Health and safety awareness.</p> <p>Appropriate level of data protection, security and confidentiality awareness.</p> <p>Ability to utilise IT systems including manipulation of data.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors		