

### Job Description

Job Title: Database and Advice Line Officer The post is two days a week, 15 hours, term time only.

POSCODE: CCC2520

The salary is £20,444 pro rated.

Grade: Sc 4

### Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To contribute to the effective running of the team and office. Managing the Case Recording Database and the advice line as well as general administration, financial, management support services, to ensure that services are delivered to a high standard.

To complete the job role across Cambridgeshire County Council and Peterborough City Council as part of an aligned SENDIAS service.

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

<b>Main accountabilities</b>	
1.	General office support to include responding to queries on the services confidential advice line as a priority, liaising with SENDIASS staff and managers to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) are delivered to the services and where appropriate the County Council standards and regulatory guidelines.
2.	Responsible for overseeing the website, social media, and document & data management on the services Case Recording Database (paper and electronic), including filing, and distributing documents. Oversee the collection, collation & manipulation of information from the case Recording Database and using Excel and CCC information systems, generate reports, prepare letters, memos, and documents
3	To oversee that meetings and events are properly planned and arrangements co-ordinated and ensure records of meetings are taken and follow up actions undertaken as necessary. To represent the team/section at meetings and on working groups as required.
4	Ensure that all employees are conversant with, and competent in using the Case recording database and other specific systems, procedures, and packages. Assist with the organisation, co-ordination and delivery of facility and service management. Undertake general clerical & administrative tasks and support the team and service as required
5	To assist with the monitoring of the services and where relevant, the Council's policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).

	Advise and information others on matters relating to own job or section or directorate.
6	Ensure understanding of core business of the SENDIAS Service Undertake other tasks and responsibilities as required in the delivery of the SENDIAS Service and where relevant one or both Council's services
7	To assist with monitoring and/or management of budgets in accordance with County council financial processes, systems, and instructions. Interrogate, process, and maintain financial information. To ensure that County Council financial processes and systems are complied with. Undertake financial support duties as required to support the efficient delivery of services
8	To assist in the recruitment process, selection, induction, learning and development of others and to support the monitoring of employee's progress, performance, and delivery, ensuring that all issues of performance (both positive and negative) are addressed in accordance with Council policies and procedures.
9	Demonstrate an awareness and understanding of equality, diversity, and inclusion.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

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**

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to A level, NVQ3 or equivalent standard (e.g., GNVQ, Certificate in Management, BTech)		<b>Essential</b>
IT Qualified to CLAIT/IBT2/RSA/ECDL		<b>Essential</b>
NVQ Level 3 / NVQ Assessor	Administration or Management	<b>Desirable</b>

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		

IT	Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages.  Experience of using databases.	<b>Essential</b>
Office Administration	Extensive office administrative experience	<b>Essential</b>
Legislative requirements	Knowledge of health and safety legislation Knowledge of Data Protection and Equal Opportunities legislation and their requirements	<b>Essential</b>
Financial processes	Understanding of financial management, procedures, and processes.	<b>Essential</b>
SENDIAS	Knowledge of the role of SENDIASS and a commitment to maintain and develop the services minimum standards	<b>Desirable</b>
<b>Skills</b>		
Self-motivation and prioritisation	Able to prioritise workload and complete in timely manner. Able to consistently produce work of a high standard. Able to work on own initiative with minimal supervision Commitment to continuous service development.	<b>Essential</b>
Personal development	Committed to ongoing personal and role development	<b>Essential</b>
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	<b>Essential</b>  <b>Desirable</b>

Telephone advice and confidence	Should be able to communicate over the telephone in a confident and clear manner	Essential
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> specify years of experience.	
SENDIASS		<b>Desirable</b>
Budgets	Knowledge of budget management and /or working with finance e.g., raising invoices	<b>Desirable</b>
LA/County Council experience	Knowledge of Council policies & procedures Experience of local authority working Has portfolio of achievements relevant to the post	<b>Desirable</b>
Project management	Understanding of project management principles	<b>Desirable</b>
Equality, Diversity, and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	
<b>Safeguarding</b> ( <i>include for roles working with children/vulnerable adults</i> )	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 and young people/vulnerable adults.	

#### Disclosure level

What disclosure level is required for this post?	<b>None</b>	Standard
	Enhanced	Enhanced with barred list checks

#### Work type

What work type does this role fit into? (Tick one box that reflects the main work type, the default work type is hybrid)	Fixed	<b>Hybrid</b>	Field	Remote	Mobile
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