

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Inclusion Officer – Pupil Advocate

School Attendance Support Service, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To advocate for the child or young person following an exclusion from school and when securing a placement within an alternative provision or in a mainstream school as part of the Fair Access Panel.

Accountable to:

This role is accountable to Head of Early Education and School Effectiveness and sits within Children and Young People's Directorate in West Northamptonshire Council

Responsibilities:

1. To challenge, intervene, monitor, and advise alternative provisions where pupils are at risk of not receiving their educational entitlement
2. To work with alternative providers to ensure that provision is of a high quality, fulfils its statutory requirements and it relevant to the needs, interests, and aspirations of pupils.
3. To advocate for individual pupils following an exclusion from school and ensure that pupil voice is gathered prior to placement in an alternative provision.
4. To be the named link with tutoring providers to monitor attendance and engagement in tutoring.
5. To liaise with alternative provisions to ensure timely start.
6. To work as part of the School Attendance Support Service to challenge and support schools and alternative providers across West Northamptonshire to ensure that they are fulfilling their educational duties and responsibilities.
7. To work with other agencies and services including, SEND, health, social care and youth justice, to ensure that the needs of pupils are identified and, actions implemented to address individual need.
8. To attend, and where necessary, coordinate multi-agency meetings as and when required e.g., TAF, CIN, CP etc.
9. To ensure that casework records are kept up to date in line with service expectations and agreed operational policy, practice and procedures for service effectiveness and efficiency.
10. To ensure that the service operates in line with the Council's Thrive agenda
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

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

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|---------------|
| Excellent numeracy, analytical, interpretative attention to detail | Essential | A, T, I, P, D |
| Excellent word and excel at intermediate level – developing databases and spreadsheets | Essential | |
| This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A/T/I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|---------------|
| A knowledge of working within a local government setting and working across key stakeholders | Desirable | A, T, I, P, D |
| Experience of working within a Children’s Services environment | Desirable | I, A |
| Experience of working within a business support – financial and administrative environment to support operational delivery | Essential | I, A |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|---------------|
| Must be able to establish effective communication across myriad channels. Must have good written communication skills and be able to work effectively without direct supervision | Essential | A, T, I, P, D |
| Experience of establishing strong working and effective relationships across numerous stakeholder groups | Desirable | A, I |
| Experience of working with a fast changing, dynamic environment | Essential | A, I |

| Education, training, and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Maths and English Grade C or above | Essential | D |
| NVQ level 2 in relevant subject (administration, customer services, management) or equivalent experience | Essential | D |
| Good level of literacy and numeracy (GCSE A-C) | Essential | D |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include *[delete if not applicable]*:

Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Professional Registration.

Day-to-day in the role:

| | | | |
|--|-------------------|-------------------------------|---------------|
| Hours: | 37 hours per week | Primary work base: | Office, OAS |
| Job family band: | 6 | Worker type: | Part-flexible |
| Salary range: | £28,376 | Budget responsibility: | N/A |
| People management responsibility: | N/A | | |

Working conditions & how we work:

Regular working alone, risk of verbal abuse from parents on the phone or at home visits. Exposure to mental health pressures and demands with fast-paced changes to priorities also work volume.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional, and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

