

# Job Profile

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## Officer

Grade: 4

Date created: October 2014

### About the Job

Support the administration of a range of access to education services including school admissions, transport and pupil benefits, ensuring the provision of a high quality, family focused service that provides fair access to education for all.

Support Education in delivering outcomes for children and the objectives of the Children and Young People's Plan, specifically those areas aimed at improving access to services and delivering integrated working.

### This is what we need you to do...

- Administer processes for school admissions, transport, and free school meals;
- Ensure that processes serve the interests of children and young people, particularly those from low income families or other vulnerable groups;
- Administer assessments to determine eligibility for free or supported transport to school and statutory and discretionary benefits (including free school meals);
- Work closely with senior officers and other internal colleagues to provide high quality and differentiated advice to parents on access issues through a variety of media, targeting in particular those who might have difficulty navigating the system;
- Provide information for independent admission and transport appeal panels;
- Within established policy, make judgements and decisions on operational issues in consultation with internal colleagues and provide advice on legislation, associated Codes of Practice and local policy;
- Deliver high quality customer service and support the identification and introduction of further improvements in service levels and associated procedures;
- Maintain accurate information on the admission, transport or student entitlement databases and compile reports as required;
- Deal with admission, transport, benefit or appeal issues and related correspondence; supporting the writing and revision of access publications in support of local and national policy;
- Provide administrative support to the delivery of training to transport operators and other colleagues as necessary;
- Work flexibly across all of the Admissions & Transport teams to ensure that service delivery is achieved;
- Assist managers or senior officers at meetings and presentations to school governors, head teachers, county councillors and parents (including school open evenings) as required;

### Special Conditions

- This post may involve occasional visits to meetings 'off-site' and work outside normal office hours;

### Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## **The ideal candidate will have...**

### **Experience**

- Experience in delivering services in a public facing environment;
- Experience in an agency delivering services to children and young people;
- Experience of working in an environment where excellent customer service and communication skills with a range of stakeholders are essential;
- Experience of producing and preparing information to internal and external customers

### **Knowledge, Skills and Understanding**

- Ability to understand policy and complex processes and communicate these to a range of internal and external customers;
- Ability to assist with the implementation of project work and lead aspects of development to support continuous improvement;
- Ability to prioritise own workload, managing complex and detailed operational work accurately to a high standard;
- Ability to make sound judgements through the analysis of information
- Excellent ICT and administration skills across a range of systems;
- Ability to maintain information and data systems, ensuring data is entered and extracted accurately;
- Ability to understand and interpret complex policy;
- Understanding of the uses of data analysis;
- Understanding of ICT support systems and their impact on users and service design

### **Behavioural attributes**

- Personal commitment to a focus on quality services for children, young people and their families within resources available;
- Ability to respond to a changing pattern of work demand which can be unpredictable and unplanned, requiring constant shifts of priority to meet competing deadlines;
- Ability to cope and function effectively when working in a pressurised front-line environment;
- Good interpersonal skills and ability to deal sensitively and professionally with people in difficult circumstances;
- Self-motivated, determined, enthusiastic and resilient with excellent attention to detail;
- Commitment to identify and embrace new methods of work and technology;
- Demonstrates Gloucestershire Employee Behaviours

### **Education & Qualifications**

#### **Essential**

- Level 3 qualification or equivalent experience
- 5 GCSE's including English and Maths at Grade C or above
- Evidence of continuous personal and professional development.

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:  
<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>