

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 6BF | Role Title | Information Assistant - SSIASS |
| Grade | PS6 | Reports to (role title) | SSIASS Advisor |
| | | Directorate | Children's, Schools and Families |
| JE Band | 192-227 | Service | CSF Commissioning |
| | | Team | Quality and Experience |
| | | Date Role Profile was created | Nov-16 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | The Special Educational Needs (SEN) Code of Practice 2001 expects that an effective parent partnership service will ensure that parents of children and young people with additional educational needs are provided with accurate, neutral information on their rights, roles and responsibilities within the SEND process, and on the wide range of options that are available for their son or daughter's education. The Assistant supports the team of administrators functions, to enable them to provide information, advice and support to parents, carers, parental supporters and schools. The primary purpose of this role is to provide clear and effective management of the Surrey SEND information, Advice and Support Service, or SSIASS. |
| Work Context | SSIASS is a countywide statutory service, working at arms' length to provide front line services to customers/clients in highly confidential and sometimes emotionally charged circumstances, so effective support to practitioners/managers is crucial. The role of Information Officer is central to the smooth running of the Service and will call for a flexible and adaptable approach and willingness to tackle a range of activities. The post holder will provide cover during periods of absence for the Business Support Officer. TA main focus for this role is to research and provide up to date and accurate information to their colleagues, thereby enabling them to give the best advice and support to service users and other stakeholders |
| Line management responsibility if applicable | None. |
| Budget responsibility if applicable | None. |

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Provide and manipulate data for statistical purposes and run and present standard reports.
- Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.

Customer Service & Support

- Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.
- Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service.

Planning & Organising

- Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation.
- Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work.

Finance/Resource Management

- Follow established ordering procedures to ensure adequate resources are available.

Work with others

- Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues.
- Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires.

People Management

- Guide junior staff in duties to facilitate their development and ensure routines observed.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

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| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles). |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | |
| Role Summary | <p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p> |

