

Job Description

Business Support Officer

Service:	Policy, Commissioning & Children's Health	Team:	SEND Access to Resources
Location:	County Hall, Preston		
Salary range:	Grade 5 £26,403 - £28,142	Grade:	5
Reports to:	SEND Access to Resources - Brokerage Manager	Staff responsible for:	N/A

Job Purpose

Post holders will be expected to:

- Provide comprehensive business support to the [Special Educational Needs and Disabilities \(SEND\)](#) Access to Resources Team (SEND ART), ensuring the effective administration, coordination and monitoring of SEND placements, commissioning and resource processes for children and young people with SEND
- The postholder will be responsible for supporting the management of [requests](#), placement administration, workflow tracking, information management, reporting and financial administration activities. The role will work closely with SEND ART manager, brokerage colleagues, commissioning [managers](#), finance colleagues, SEND Services and education providers to ensure timely and accurate processing of information and effective service delivery.

Accountabilities/Responsibilities

The post-holder will undertake a range of functions that could include the following: -

Referral and Workflow Management

- Manage incoming [requests](#) received through agreed SEND ART processes.
- Monitor and maintain referral tracking systems and workflows.
- Allocate and distribute work in accordance with agreed procedures.
- Ensure referrals are accurately recorded and progressed within required timescales.
- Chase outstanding information where required.

Inbox and Correspondence Management

- Manage the SEND ART shared inboxes.
- Respond to routine enquiries from schools, providers, families and professionals.
- Escalate complex issues to appropriate officers and managers.
- Maintain accurate records of communications and actions.

Placement and Resource Administration

- Prepare and issue placement documentation.
- Support the administration of specialist school placements and alternative provision arrangements.
- Ensure placement records are accurate and maintained on relevant systems.
- Assist with maintaining provider information and placement databases.
- Support the administration of emergency and priority placement activity where required.

Financial Administration

- Process and monitor placement-related paperwork.

- Investigate and respond to invoice and payment queries.
- Liaise with providers and finance colleagues regarding discrepancies.
- Maintain accurate financial records in accordance with council procedures.
- Support managers with budget monitoring information and data requests.

Information Management and Reporting

- Maintain electronic records and tracking systems.
- Extract and collate information from databases and spreadsheets.
- Produce routine reports and management information.
- Support data quality activities and ensure information is accurate and up to date.
- Assist with performance monitoring and reporting requirements.

Meetings and Governance Support

- Arrange meetings and panels.
- Prepare agendas and supporting documentation.
- Take notes and record actions where required.
- Monitor action completion and follow up with relevant teams.

Administrative Support

- Provide general administrative support across SEND ART functions.
- Maintain filing and record management systems.
- Coordinate document management and version control.
- Support project and implementation activity as required.
- Undertake other duties appropriate to the grade.

Other

Key Working Relationships

The postholder will work closely with:

- SEND ART Manager
- Brokerage Manager
- Contract Manager
- Quality Assurance Officers
- [Brokerage](#) Officers
- SEND Casework Teams
- Finance Teams
- Commissioning [Managers](#)
- Schools and Education Providers
- Parents and Carers
- External Agencies and Partners

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification ***Business Support Officer***

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
Essential: • 4 GCSEs Grade A-C / 4-9 including English and Mathematics or equivalent qualification. Or • Significant relevant experience demonstrating equivalent literacy and numeracy skills.
Experience
Essential: • Experience of providing administrative or business support services. • Experience of working with electronic record management systems. • Experience of maintaining accurate records and databases. • Experience of using Microsoft Office applications including Outlook, Word and Excel. • Experience of working within a team environment. Desirable: • Experience working within Children's Services, Education, SEND or Local Government. • Experience supporting financial or invoice administration. • Experience producing management information and reports.
Essential knowledge, skills & abilities
Essential: • Excellent organisational skills. • Ability to prioritise and manage competing demands. • Strong attention to detail and accuracy.

- Ability to maintain confidentiality and handle sensitive information.
- Good verbal and written communication skills.
- Ability to interpret and analyse information.
- Ability to work both independently and as part of a team.
- Ability to use initiative and solve problems.
- Strong ICT skills including Microsoft Excel.
- Ability to establish positive working relationships with internal and external stakeholders

Desirable:

- Knowledge of SEND services and statutory processes.
- Knowledge of placement, commissioning or brokerage functions.
- Understanding of GDPR and information governance requirements.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- Commitment to participate in training appropriate to the role
- Flexibility is essential to provide support including minimum office attendance at County Hall for 40% of the working week.