

 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			<Insert the post number from WISE>
Job Title	Service Delivery Officer: SEND & EP		
Service	Children's Services	Team	Service Delivery
Location	Shute End and Flexible working		
Reports to	Assistant Team Leader		
Responsible for	Not applicable		
Grade:	Type of position:		Hours per Week:
G5	Permanent		22.5

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

#### Service Purpose

1. Provision of high quality and effective services to children, young people, and families.
2. Provision of effective and high-quality Safeguarding services for children and young people at risk of harm.
3. Delivery of high-quality support and challenge to schools, recognising the Council's enduring responsibility to promote the best outcomes possible for its children and students.
4. Assurance that the Council is effective, ambitious, and successful as a Corporate Parent to the children and young people in its care.
5. Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes.
6. Delivery of effective and efficient services offering good value for money
7. Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member

#### Purpose of the role

## Summary

The postholder will:

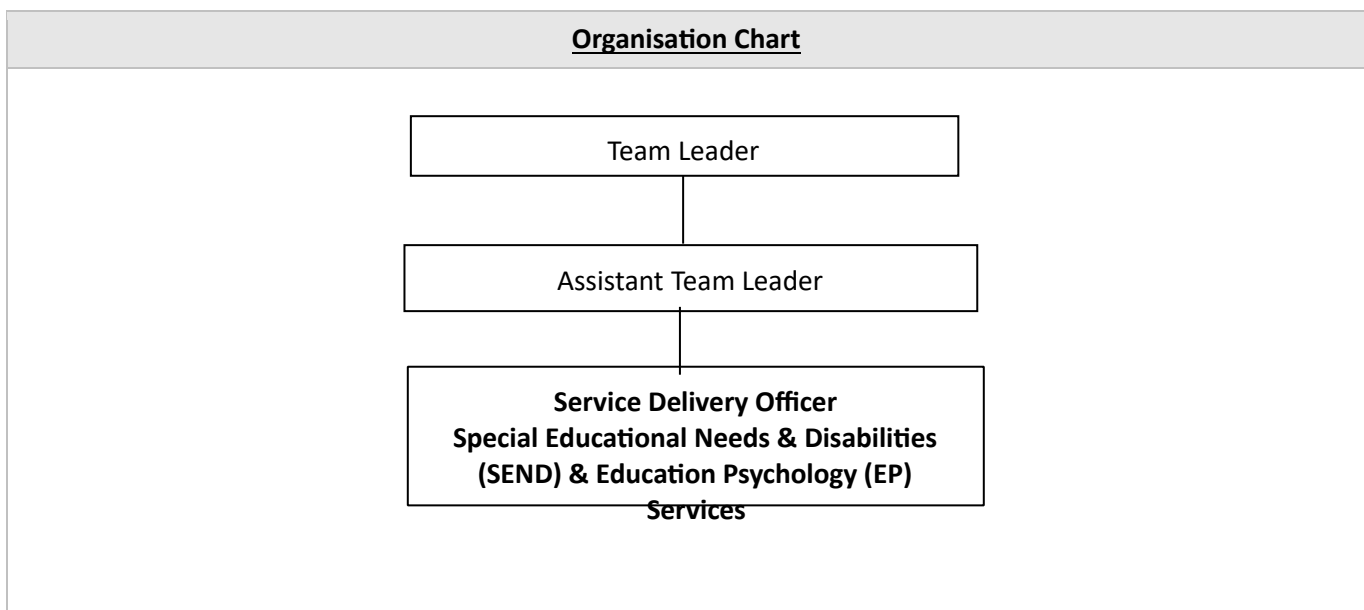
- Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus on Special Education Needs & Disability and Education Psychologist services.
- Provide an excellent standard of service to children, young people, and families in their interaction with Children's Services.

The post holder will interface directly with management and officers across the Directorate and wider Council. In addition, the postholder will interact with members of the public, statutory and wider partner agencies including Schools, Health, and Police.

## **Main Accountabilities**

1	Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus on Special Education Needs & Disability (SEND) and Education Psychology (EP) Services.
2.	Collate, prepare and circulate meeting papers. Record and/or minute statutory meetings for example the Education, Health and Care Plan panel. Ensure all actions are recorded and follow up on actions as appropriate to support the service to meet statutory timescales.
3.	Liaise with internal and external stakeholders including parents/carers, schools and other professionals and issue high quality written correspondence in line with statutory requirements and internal processes. For example, outcomes from Panel and decisions.
4.	Support the service to ensure all documentation and information is recorded on the required systems. For example, on Capita One, NEC DM and Wokingham Schools Hub.
5.	Provide proficient and effective high-quality support to the service including responsibility of managing the mailboxes and responding to correspondence as appropriate.
6.	Proactively manage the team diary, arrange meetings and book appointments. To act as a focal point for the team and keep updated of all staff movements.
7.	Raise purchase orders, determine budget requirements, select supplier, and gain approvals from the budget manager. Manage cash and payment cards and ensure records are reconciled.
8.	Coordinate and provide administrative support in the delivery of responses to Freedom of Information (FOI) and Subject Access Requests (SAR) to ensure statutory timescales are met.
9.	Using their professional knowledge of Children's Services receive phone-calls and correspondence and where appropriate to do so answer/respond. Enquiries into the Directorate are often sensitive and confidential in nature and are received from families and partner agencies including NHS/Healthcare, Schools and the Police.
10.	To establish and maintain Business Support procedures.
11.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which will become known to you in the course of your work.

12.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a “buddy” to new members of staff.
13	The postholder maybe engaged in other duties as delegated by their line manager as deemed appropriate to the grade including supporting other statutory services within the directorate.
14.	Responsible for own continuous professional development.
<b>Supervision Received</b>	Supervision will be provided on a regular basis by the line manager.
<b>Supervision Given</b>	Not applicable.
<b>Contacts &amp; Working Relationships</b>	The postholder will liaise with families and work with management and front-line teams and Officers across the Directorate and the wider Council. In addition, they will develop and maintain a range of contacts and working relationships with external Partners, for example Police, Health and Schools.
<b>Management of resources or budget</b>	Not applicable.
<b>Special Factors</b>	<ul style="list-style-type: none"> <li>• A basic DBS check will be required for this post.</li> <li>• Understand and follow data sharing and confidentiality boundaries</li> </ul>



<b><u>Person Specification</u></b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
5 x GCSE equivalent or above	√	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>

**Private:** Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Excellent IT skills, proficient in Microsoft Office (Outlook, Teams, Word & Excel)	√	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Children's Services		√
Local Government		√
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
High level of administrative/organisational and analytical skills.	√	
Record/Minute taking	√	
Professional, attentive and at the same time have an understanding and empathy of the families' circumstances.	√	
Excellent written and oral communication skills with the ability to build sound relationships with officers, partners and families adapting styles to different situations.	√	
<b>Completed by:</b>	M Beresford	<b>Date:</b> September 2024