

JOB DESCRIPTION

SEND Administrator

Location	TCES National Online School, Wimbledon
Starting Salary	£26,837 - £29,379 per annum (TCES Salary Band 6)
Contract and hours	Permanent, Term time + 2 additional weeks
Reporting to	SENCo

Job purpose

TCES National Online School (NOS), the first – and only – **Department for Education accredited online special school**, is a growing service provider across the UK, engaging with young learners virtually. These young people have lengthy gaps from formal education for a variety of reasons, with the majority displaying Emotional Based School Avoidance (EBSA). The SEND Administrator will provide vital administrative support to the Special Educational Needs and Disabilities (SEND) team, ensuring efficient coordination and documentation of Annual Reviews and other SEND-related processes.

Working closely with the SENCo, teaching staff, Headteacher, Deputy Headteacher and external stakeholders, the SEND Administrator will ensure that all statutory deadlines are met and documentation is managed with precision and professionalism.

As such the role requires excellent organisational skills, strong attention to detail, and the ability to communicate clearly with a range of audiences, including parents, local authorities (LAs), and school staff.

Main duties and responsibilities

Annual Review administration

Schedule Annual Reviews, liaising with parents/guardians, students and their Local Authority.

Send invitations and follow up to confirm attendance of all relevant parties.

Ensure that parents/guardians and pupils provide their views ("voice") ahead of meetings and submitted on time.

Coordinate and compile reports from teachers and therapy team ahead of an Annual Review.

Ensure all required documentation is read, collated, and shared prior to meetings, and within standard TCES timeframes.

Disseminate key outcomes and actions from Annual Reviews to relevant TCES staff.

Follow up with key stakeholders, particularly the Local Authority, to drive completion of agreed actions, and ensure all records are updated accurately.

SEND documentation and record-keeping

Maintain up-to-date, accurate SEND records in line with statutory requirements, TCES Group and TCES National Online School policies.

Upload Education, Health and Care Plans (EHCPs), Annual Review documents, and key reports to the school's internal recording / management information systems.

Monitor, drive and chase LAs for outstanding post-review documentation.

Support the SENCo in the management of administrative tasks linked to the school's SEND provision and compliance.

Communication and coordination

Act as the first point of contact for SEND-related administrative queries from TCES staff, parents/guardians, and external agencies.

Coordinate and schedule SEND-related meetings, collaborating with the SENCo to ensure reviews, planning meetings and training is scheduled in a timely manner, with advance notice.

Provide timely and effective communication between the SEND team, wider school community and external stakeholders.

Update and share pupil information (e.g. Pupil Passports) with teaching and therapy staff to ensure all are aware of the current pupil needs.

Role model positive customer service, ensuring accuracy and transparency with key stakeholders, and supporting to address queries by email and on the phone.

Administrative support

Provide general administrative support to the SENCo, Deputy SENCos, and SEND team as required.

Contribute to the development of efficient systems and processes within the SEND team.

Handle sensitive information with the utmost confidentiality and professionalism at all times.

Keep up-to-date with changes in SEND policies and statutory legislation, ensuring that administrative practices reflect current national guidance.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all TCES policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, TCES Values, Equality and Diversity etc.

This role is new to the National Online School structure and so the main duties and responsibilities will be reviewed over the first 6 months.

PERSON SPECIFICATION

Education and Qualifications

GCSE grade 4/C (or equivalent) or above in Mathematics and English.

Relevant qualifications and certified training courses relating to Education / Social Work / Youth Work / Family Support / Community Development (D).

Knowledge and Experience

Strong knowledge of SEND processes and legislation within an educational setting.

Proven experience within an administrative or coordination role within a school or SEND environment.

Substantial experience in customer service or successful engagement with external stakeholders at all levels.

Understanding of special educational needs, neurodiversity and child development.

A clear understanding of confidentiality and data protection in relation to pupil records and GDPR.

Skills and Abilities

Hold very high expectations of yourself and others (behaviours etc), with the ability to reflect on own practice and to always seek self-improvement.

Excellent organisational skills with the ability to plan workloads and prioritise tasks, with high levels of accuracy and attention to detail.

Excellent and professional interpersonal skills, with ability to liaise confidently with a range of stakeholders.

Experience of providing a calm response to difficult situations, proactive and solutions focused.

Resilient, committed, and a hard worker – able to keep going in the face of adversity and never giving up.

Other

Commitment to safeguarding and promoting the welfare of children and young people.

Able to promote and celebrate diversity and equal opportunities.

A commitment to inclusive education and supporting positive outcomes for pupils with SEND.

D = Desirable **April 2025**