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**Job Description**

**Job Title: ALS EHCP/HNS Administrator**

**Grade: Business Support: Scale 5**

**Responsible to: EHCP/HNS Specialist**

**Introduction**

**The College Group’s Vision and Values are embodied in the following statements:**

1. The acquisition of knowledge which is linked to tangible skills development in a safe learning environment is the essence of a quality learning experience. If this process also challenges reasoning, planning and individual organisation then it will develop valuable learner skills allowing individuals to realise their full potential. Sparsholt College Group is committed to widening participation in all its learning activity and is committed to making provision available at all academic levels to match the diverse needs of our learners.
2. The College Group is committed to the principles of partnership and collaboration with a range of likeminded organisations on a local, regional, national and international basis and will deliver its Vision and Values through a culture of a professional, open and self-critical organisation that embraces change and believes in high quality and where responsible contribution of individuals is encouraged and valued at all levels.
3. The College Group is committed to encouraging and demonstrating enterprise, entrepreneurialism and innovation amongst learners and staff through the curriculum and to developing the commercial activity of the College.

**What will I be doing? (Contribution statement)**

You will be responsible for maintaining records on college and external systems to ensure effective recording of information and funding. You will provide an effective, high quality and timely administration service for the EHCP/SEND processes.

**Main Duties and Responsibilities**

1. Access college group systems to obtain relevant information for tasks being performed.
2. Use college group and external systems to ensure accurate and timely input of information, funding claims and access arrangements.
3. Maintain an appropriate paper based filing system to ensure an effective audit trail.
4. Deal with day-to-day queries from learners with a diverse range of needs and record each contact accurately.
5. Liaise with EHCP/SEND Specialists to arrange appointments and reviews for learners.
6. Liaise with various County contacts to ensure accurate information, timely meetings and processes.
7. Upload accurate and timely EHCP/SEND information on College Group and external systems.
8. Use telephone, email, text and pro-monitor to contact students and make appointments. Manage waiting lists and appointments for annual reviews.
9. Undertake regular administrative tasks in support of the EHCP/SEND process. For example: manage appointments, liaise with counties, virtual schools, carers, parents, pastoral tutors and other relevant staff.
10. Maintain electronic records where required.
11. Assist with cross college events, for example parent and open evenings, and student enrolments.
12. Respond to general enquiries to the ALS department and refer them as required.
13. Act as a key member of the team and operate in a multi-skilled environment.

**Other**

1. Undertake other appropriate duties and responsibilities as may be determined by your line manager, according to the needs of the ALS team.
2. The post-holder is required to respect the confidentiality of matters relating to students and other members of staff. The post holder must be aware of and comply with the requirements of the Data Protection Act.
3. Ensure compliance with, and implementation of, all College Group policies and procedures. Commit to **all** team meetings and other College Group activities.
4. Comply with and promote College Group Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
5. Be flexible to provide cover for colleague’s absence.
6. Participate in the College Group performance management and appraisal process and to undertake appropriate staff development and training as required.
7. Maintain effective communication with College Group staff, students, parents and stakeholders.
8. To attend and support College open days and events as required and ensure a professional and favourable image is portrayed at all times.
9. Undertake such other reasonable duties as may be required and, through the College Group performance management scheme, review this Job Description annually with the line manager.

Job Description prepared: Date: April 2018

Agreed by Job Holder: Date:

Approved by Manager: Date:

Approved by SLT Member: Date:

***Notes:***

***This job description outlines the main duties and key performance outcomes of the role. It is not exhaustive and may be varied by the College Group following consultation with the post holder.***

***The job description, duties and key performance outcomes must be reviewed annually with the line manager and approved by a member of the Strategic Leadership team.***

# Person Specification/Competency Profile

**ALS EHCP/HNS Administrator**

***When completing your application form please evidence how you fully meet each of the essential criteria***

|  |  |
| --- | --- |
| **skills and core competencies** | How Measured |
| **Technical competency and knowledge (qualifications and training)**1. GCSE Grade C or above in English and Maths or equivalent **(E)**
2. Good general education to at least A level (level 3), or equivalent, standard. **(E)**
3. NVQ level 3 Business Admin/Customer Services, or equivalent, or willing to attain. **(E)**
4. Stage II Word Processing or equivalent. **(D)**
5. Private Secretarial Certificate or similar qualification. **(D)**
 | Qualification certificateQualification certificateQualification certificateQualification certificate Qualification certificate |
| **Experience, knowledge and judgement**1. Experience in a financial/data input environment, ideally within education. **(E)**2. Experience of working in a customer focussed environment offering a high level of service to clients. **(E)**3. Competence in the use of IT systems and other appropriate technology. Knowledge of the Microsoft Office Suite including: Word, Excel, Access and Outlook. **(E)**4. Experience of working in a busy office and knowledge of administrative procedures. **(E)**5. Knowledge of when and where to use personal judgement, and when and where to seek help or guidance. **(E)**6. Ability to take appropriate and relevant information into account before making decisions. **(E)**7. Experience of working successfully as part of a team. **(E)** | Application, InterviewApplication, InterviewInterviewInterviewInterviewInterviewInterview, References |
| **Personal qualities, communicating and relating to others.**1. Self-motivated and positive thinking, with a ‘can-do’ attitude. **(E)**
2. Strong customer and student focus. **(E)**
3. Able to communicate effectively both verbally and in written form and produce, accurate and timely written documents. **(E)**
4. Flexible attitude and able to multi task across a variety of activities. **(E)**
5. Able to use initiative, plan, organise and prioritise, and work with colleagues and management. (**E)**
6. Can develop and maintain effective communication, liaison and relationships. (**E)**
7. Ability to challenge the ways things are normally done in order to seek improvement through enhanced services and delivery arrangements, whilst continuing to deliver core requirements. **(E)**
 | InterviewApplication, InterviewApplication, InterviewInterviewApplication, InterviewInterviewInterview |
| **Leading, relating to, and developing others**1. Can establish and maintain effective working relationships with colleagues and third parties at all levels. **(E)**
2. Holds a commitment to Equality and Diversity and has an awareness of relevant legislation. **(E)**
 | Application, InterviewApplication, Interview |
| **Other**1. Possession of a driving licence. **(D)**
2. Willingness to use own vehicle for business purposes. **(D)**
3. Ability and willingness to undertake some travelling in the UK. **(D)**
4. Ability and willingness to work flexibly (evening, weekend) to meet the needs of the College Group. **(D)**
 | Sight/copy of licenceSight/copy of insuranceInterview Interview  |