



## **JOB DESCRIPTION**

**JOB TITLE:** Business Support Assistant (FT)

**DEPARTMENT:** Education Health and Care Team (0-25)

**EMPLOYING BODY:** Trafford Council  
Trafford Children & Young People's Service

**GRADE/SALARY:** Band 3

**DIRECTLY RESPONSIBLE TO:** Education Health and Care Manager

### **Main purpose of the Job:**

To provide administrative and financial support to the Education Health and Care Team

### **Main Duties:**

1. Provide administrative support to the Education Health and Care Assessment process
2. Typing of reports, minutes, letters, forms and any other documents, as required.
3. To accurately input and retrieve information in respect of children and young people using the SEN Database, as required.
4. Providing a customer focussed service when dealing with concerns from parents and the public on sensitive and confidential matters.
5. Create and maintain records/case files both manually and electronically for children and young people ensuring data protection requirements are complied with, as required.
6. Maintaining databases and providing management information, as required.
7. Taking minutes of meetings/panels as required.
8. Scanning of documents into the SEN system, as required.
9. Archiving case files and ensuring the system and storage is compliant with the Data Protection Act, as required.
10. Processing incoming/outgoing mail, opening, stamping, recording, distributing and franking.

11. Undertaking general office duties, including filing, photocopying, telephone calls and room booking.
12. Preparing files and records for decision making panels/meetings, including pre-school moderation and SENDIST tribunals.
13. Any other duties commensurate with the grade of the post as required from time to time by management.

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Consultation and associated guidance.

### **Confidentiality**

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

### **Safeguarding Children**

Children and Young People's Service is committed to safeguarding and promoting the welfare of children and young people and all staff and volunteers to share this commitment.

### **Multi-agency Working**

The Children and Young People's Service, in order to improve outcomes for children and young people, requires the delivery of an integrated multi-agency service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Post-holders will be consulted at the appropriate time should changes to an individual's post be necessary.

**Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

## **PERSON SPECIFICATION**

**JOB TITLE:** Business Support Assistant

**DEPARTMENT:** Education Health and Care Assessment Team

**GRADE:** Band 3

**STAGE ONE:** Disabled candidates are guaranteed an interview if they meet the essential criteria.

<b>MINIMUM ESSENTIAL REQUIRMENTS</b>	<b>METHOD OF ASSESSMENT</b> *
<b>1. Qualifications/Training etc.</b>	
Good standard of general education, including GCSE in English and Maths (Grade C or above)	A/I
<b>2. Experience</b>	
General office administration	A/I
<b>3. Knowledge</b>	
Working knowledge of Microsoft Office packages, including Word and Excel	A/I
Understanding of equality and diversity issues	A/I
<b>4. Skills &amp; Abilities</b>	
Strong organisational skills	A/I
Ability to respond to urgent deadlines and changes to priority of work	A/I
Ability to work as part of a multi-agency team	A/I
ICT skills, MS Word	A/I
Customer Care Skills	A/I
Good numeracy and literacy	A/I
Good communication skills	A/I
Ability to take messages accurately	A/I
Minimum typing speed 40wpm	A/I
Minute Taking Skills	A/I

**STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements**

DESIRABLE REQUIRMENTS	METHOD OF ASSESSMENT *
<b>1. Experience</b>	
Working in a multi-agency setting	A/I
<b>2. Skills &amp; Abilities</b>	
MS Excel, Access and Powerpoint	A/I

**\*Method of Assessment**

**A=** Application Form, **C=** Certificate, **E=** Exercise, **I=** Interview,  
**P=** Presentation, **T=** Test, **AC=** Assessment Centre