

Lancashire County Council

Operational Context Form

Post title: SENDCO Assistant					
Directorate: CYP			Location:	Schools	
Establishment or team:				Post number:	
Grade:	Grade 5	Staff responsibility:		Essential Car user:	

Scope of Work – appropriate for this post:
 To provide support to the SENDCO in the effective administrative management of the Learning Support department.

Accountabilities/Responsibilities – appropriate for this post:

Key duties:

1. Provide a secretarial and administrative service to the SENDCO, acting as a personal assistant to the SENDCO.
2. Diary management, organisation of meetings and minutes taking.
3. Provide a point of contact for parents / carers and external agencies wishing to speak with the SENDCO.
4. Liaise with external agencies (e.g. Local Authority, multi-agency teams) on behalf of the SENDCO.
5. On behalf of the SENDCO, responsible for communicating information of a sensitive or confidential nature with parents, external agencies and school staff.
6. Assist the SENDCO in co-ordinating school events relating to the Learning Support department.
7. Responsible for cash such as school trip money, travel arrangements and office supplies
8. Undertake other administrative support duties, such as reception duties, filing, answering the telephone and processing incoming and outgoing post.
9. Minute taking at various meetings such as CAFs and EHCP review meetings.
10. Assist in the organisation of internal and external examinations for pupils with access arrangements.
11. Ensure that auxiliary equipment used by pupils is in working order and updated as appropriate.

Additional supporting information – specific to this post.

- Occasionally comes into contact with emotionally demanding situations

Indicative knowledge, skills and experience

- General administrative experience.
- High standards of computer literacy.
- Working at or towards national occupational standards (NOS) for business and administration and knowledge / skills equivalent to current national qualifications Level 3.

Additional Information:

Requires knowledge of office management, diary and PA work. Knowledge and skills equivalent to National Qualification at level 3.

Provides information, advice to pupils, staff and other adults, including external organisations such as the LA.

Organisational skills for diary, office management.

May demonstrate own duties to new or less experienced staff.

No formal supervisory responsibility

Frequent contact with pupils relating to exams or on administrative matters as first point of contact to SENDCO.

Makes decisions about own secretarial or project work, diary management; refers to the SENDCO where needed.

Maintenance of information systems eg SIMS Provision Mapping.

Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads.

Occasionally exposed to emotionally demanding situations through pupil/parent contact.

Considerable levels of work related pressure including conflicting demands and interruptions.

Work mainly carried out in the Student Support Room.

Prepared by:	EPR Team
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Date:	10/08/2011
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

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 co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

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.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Grade Profile

Level Five – Operative / Support (Grade 5)

Level Five Purpose

To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.

Scope of Work

Role holders will undertake a range of standardised procedures, some of which maybe relatively complex, and use associated tools and equipment. Role holders may be expected to respond independently to unexpected problems or situations.

Accountabilities/Responsibilities

Role holders may be responsible for:

- Instructing and checking the work of others
- Planning and organising tasks
- Interpreting information, solving task-related problems or implementing regulations
- Producing work of the required standard
- Providing advice and guidance on established internal policies and procedures

Skills, knowledge and experience

- Previous relevant experience or the ability to demonstrate the competence to carry out the job.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.
- Enhanced skills appropriate to the job discipline.

In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.

Performance Measures

- Completion of work to required standards and deadlines.