

Job Description

Department: Children's Services

Division/Section: SEN & Inclusion Services

Job Title: Statutory Assessment & Monitoring (SAM) Assistant – 0-25 Transitions

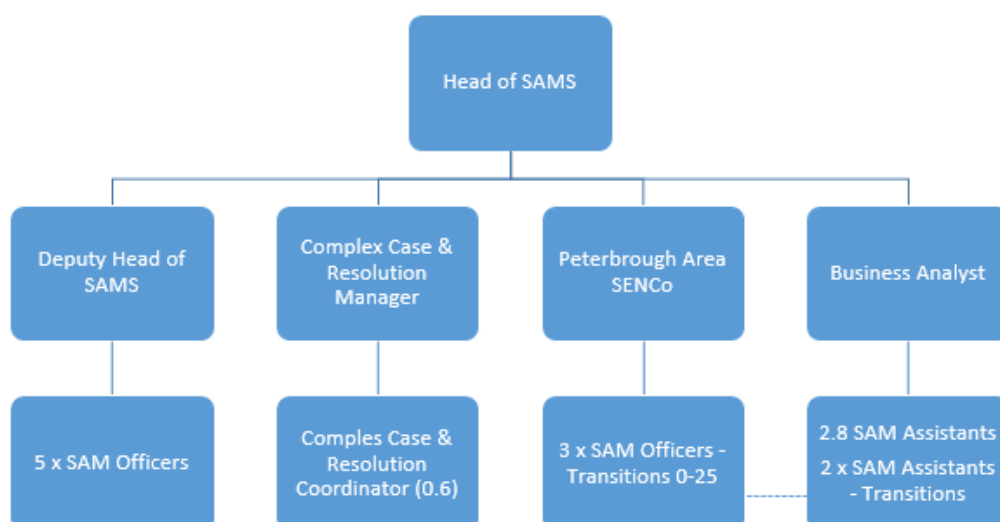
Post No:

Grade: 5

Reports to: Senior SAM Assistant

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



DBS Check applicable?

Standard

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? No

Line Management responsibility for:

No. of direct reports: 0

No. of indirect reports: 0

Size of budget:

No budget responsibility

- Job Purpose:** To support all administrative aspects of the work of the 0-25 Transition Officers including:
- The administrative areas of the EHCP so that statutory deadlines are met
 - Accuracy and clarity of information provided to service users concerning EHCP statutory processes
 - Coordinating administrative aspects of training in relations to transitions.

Main Duties and Responsibilities:

- To ensure that all data inputted is accurate
- To provide, as required data and information to support members of the SAM service, ensure accurate information is agreed with clients
- To be the first port of call for telephone queries from settings and families regarding transitions.
- To ensure the smooth running of the SAM service by providing supportive information to the service members when required, including occasions where timescales are short
- To ensure that all administrative duties connected with efficient daily service delivery are performed in a timely manner (e.g. post, answering telephones, updating customer facing information).
- To ensure that the administrative demands of the EHCP process at transition points are delivered within statutory timescales (e.g. final EHCPs issued with timescales)
- To provide information and administrative processes to SAM officers and SAM managers as required, including requests at short notice.
- To provide administrative information and collect information from other Inclusion Service professionals as required.
- To provide timely SAMs data on a regular and 'on demand' basis.
- To be proficient in the use and development of the management information system.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 13.01.2020

COMPLETED BY: Katy Blessett

Person Specification

JOB TITLE:	SAM Assistant – 0-25 Transitions	POST NO:	
GRADE:		DEPARTMENT:	Children's Services
HOURS	37		
DIVISION: Education and Resources	Inclusion Services	DIRECTOR:	<u>Wendi Ogle-Welbourn</u>
DATE:	January 2020	COMPLETED BY:	Katy Blessett

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Working knowledge of what equates to a high level of customer service. Working knowledge of Word and Excel. 	<p>Knowledge of the SEND code of Practice</p> <p>Knowledge about Education and/or Health and/or Social Care systems and practice</p>
SKILLS & ABILITIES	<ul style="list-style-type: none"> A high level of customer service and interpersonal skills. Experience in a customer service role. Ability to work within tight statutory timescales. Ability to work in an organised way and within set timescales in order to meet deadlines. Highly organised with attention to detail. The ability to prioritise. The ability to work effectively as part of a team and show initiative. A team worker who is co-operative with a "can-do" approach. ICT literate. Ability to input data correctly and maintain up to date electronic records. Excellent communication skills. Ability to work independently. Ability to work in a sometimes pressured environment. A flexible approach. 	<p>Ability to effectively communicate with hostile/verbal situations (telephone calls)</p> <p>To be able to understand/empathise with the difficulties faced by pupils, parents and schools</p>

EXPERIENCE	<ul style="list-style-type: none"> • Working within a team and able to work independently, using initiative. • Used to working towards deadlines. • Experience of working in a customer service role, particularly with education settings. • Experience of dealing with difficult telephone calls and the ability to demonstrate a calm, professional and polite manner. • Experience of data input and the ability to input this information correctly. 	Delivering customer service within the Public Sector
QUALIFICATIONS	GCSE grade C or above in English	NVQ 2 ICT/Administration or equivalent
PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]