

## Job Description

Job title	Panel Inclusion Officer
Directorate	PEOPLE : Children and Adults
Division	Education and SEND
Range	MPR 3
Reports to	Exclusions and AP Officer

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### Main purpose of the job:

- To assist in the administration of the processes for the successful delivery of the fair access panel, exclusion panels and attendance pre court panels.
- To liaise with schools and families on admissions matters and handling any service related enquiries ensuring that they are answered effectively within agreed timescales.
- To support with the recording and issuing of all penalty notices alongside the Penalty Notice and Child Employment Coordinator.
- To support with the collation of documentation for legal processes relating to exclusion, suspension and attendance.
- To process, maintain and monitor data and information records relating to the work of the department, identifying and investigating anomalies and referring to the Exclusions and AP officer.
- To ensure data is accurate, up to date and in accordance with departmental policies and procedures. Ensure data is current and provides accurate usable statistics and information to assist in the effective management of the Department.
- To assist with the administration and delivery of other functions within the wider Inclusion team, as and when required.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- Ensuring high quality service delivery.
- Ensuring statutory timeframes are adhered to.
- The postholder may be required to support the induction of new staff.
- The postholder will demonstrate and promote a highly organised way of working, ensuring that work progresses and that projects are seen through to completion a timely way.

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- Individuals will be motivated to identify creative and innovative ways to develop practice and overcome barriers.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Exclusions and AP Officer.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at Gun Wharf, although they may be expected to work at any location across Medway.



### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

- A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent.
- Willingness to work towards Level 3 in Business Administration or equivalent.

##### Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent.

##### Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent.
  - Evidence of ongoing continuous professional development.
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#### Knowledge

##### Level A

- Knowledge of GDPR and its importance when handling data and information sharing.
- A good understanding of relevant policies and procedures in own area of work.

##### Level B (in addition to level A criteria)

- A good understanding of equality, diversity and inclusion.
- A detailed working knowledge of the broader activities of the service.

##### Level C (in addition to levels A and B)

- A good understanding of GDPR legislation and best practice in relation to information sharing.
  - A good understanding of the Council's Record Retention Policy and freedom of information protocols.
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#### Experience

##### Level A

- Experience of providing an administrative and/or customer support service.
- Experience of updating records accurately using electronic or hard copy filing systems/databases.
- Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role).

##### Level B (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data.
- Experience of coaching/supporting others in their role.
- Experience of providing project support.

##### Level C (in addition to levels A and B)

- Experience of undertaking minute taking (if required for role). Experience of confidently using specialist IT packages relevant to the service area in which you are working.
- Experience of providing general information, advice and guidance on internal procedures relating to finance.

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- Experience of contributing to Freedom of Information requests.
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### Skills

#### Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to demonstrate effective organisational and planning skills.
- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Ability and willingness to travel in order to meet requirements of the role.
- Attention to detail with the ability to proof read.
- Ability to maintain confidentiality at all times.
- Good time management skills.

#### Level B (in addition to level A criteria)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure.

#### Level C (in addition to levels A and B)

- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.