Job Description

Job title	School Admissions & Medway Test Assistant (PA017)
Directorate	PEOPLE : Children and Adults
Division	Education & SEND
Range	MPR 2
Reports to	**Medway Test Team Leader**

Main purpose of the job:

To assist in the administration of the processes for the Medway Test

To undertake tasks as allocated by the senior members of the team

Liaise with schools and families as necessary and handling any service-related enquiries ensuring that they are answered effectively within agreed timescales.

To undertake the social care archiving processes

All work must be carried out in accordance with all relevant legislation, DfE Statutory Guidance and Codes and Council policies, protocols, procedures and guidelines.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

Provide clear information for action for any cases which, in turn, need to be escalated to the Medway Test Team Leader . This includes providing relevant information for the preparation of paperwork for appeals and any related enquiries.

Contribute to the development of information, literature and online resources relating to services provided by the team and arrange for distribution within agreed timescales.

Deal efficiently and courteously with queries within agreed timescales.

To be an active member of the School Services team, assisting with all aspects and play an active part in developing and delivering the service plan as well as department policies, procedures and systems. Be proactive in ensuring all work is quality assured.

Incorporate opportunities to maximise the use of digital functionality for all services handled by the team.

Support the work of other administrative staff during periods of absence or high volumes of work to maintain the efficient provision of administrative services.

Use systems effectively and efficiently (including online systems) ensuring relevant data is entered accurately, is up to date and reports and statistics are available as necessary, including for statutory returns.

Act in accordance with the equal opportunities policy and undertake the duties as required by corporate and directorate action plans.

Assist with the administration and delivery of other functions within the wider School Services Department, as and when required.

Cross-train, coach and support team members, where necessary, building skill sets in order to develop and support team resilience and succession planning

Contribute to the development of robust and effective planning systems to ensure effective and timely service delivery.

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.

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

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

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.

Organisation:

This role reports to the Medway Test Senior Officer

The post holder will not have line management responsibility.

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

Working Style:

The post holder will be based at Gun Wharf, although they may be expected to work at any location across Medway. Some home working may be possible. There will be restrictions on annual leave during the test season (June-September)..

Person specification

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

Qualifications

Level A

• Minimum of level 2 qualification in Maths and English

Level B (in addition)

Level C (in addition)

Knowledge

Level A

• Basic knowledge in Microsoft Office including Word, Excel, Outlook, and PowerPoint

- Awareness of and compliance with core principles of the Equality Act
- A general awareness of GDPR, data security and safeguarding.
- Awareness of the Medway Test

Level B (in addition)

- Awareness of safeguarding procedures and how to manage concerns
- Good knowledge of GDPR processes and data security
- Practical knowledge of the Medway Test processes.
- Good knowledge of Synergy, IDOX and Mosaic

Level C (in addition)

- Advanced knowledge of Adobe PDF Editor
- Detailed knowledge and application of national and local policy and legislation on School Admissions processes
- Comprehensive knowledge of internal procedures to adhere to safeguarding.
- Knowledge and understanding of Special Educational Needs

Experience

Level A

- Experience of providing an administrative support service.
- Experience of providing customer service to external stakeholders.
- Experience of working to individual targets and deadlines.

Level B (in addition)

- Experience of working as part of a team and contributing to service targets.
- Experience of using Access Synergy
- Experience of providing advice and guidance on School services to Medway schools and families.

Level C (in addition)

- • Experience of providing sufficient paperwork for school admissions appeals panels.
- Experience of administering large quantities of examinations

- 3 years' experience of working within a School Admissions, school office, events, or examinations administration role.

Skills

Level A

- Basic communication skills, with ability to converse on the telephone, via electronic methods and written word.
- Able to assess situations, solve straightforward problems and adapt to new ways of working within the parameters of your role.
- Able to adapt working style to suit different audiences.
- Competent user of standard ICT packages, e.g. Word, Excel, Outlook, and PowerPoint.
- Ability to accurately minute meetings.
- Good attention to detail and able to input data accurately.
- Full driving licence valid for use in the UK and access to own transport for work purposes.

Level B (in addition)

- Good communication skills, with ability to offer support and advice on the telephone, via electronic methods and written word.
- Developed administration skills applied to Medway Test and school admissions appeals processes using Microsoft and Adobe packages.
- Able to provide information, advice and guidance on internal procedures relating to the Medway Test and school admissions appeals processes.
- Able to work independently and manage difficult conversations, referring to supervisor/line manager for unusual or difficult problems.
- Good data management skills.

Level C (in addition)

- Ability to carry out a range of tasks supporting internal and external staff with processes and procedures.
- Developed data management skills.
- Able to successfully complete archive management in line with departmental processes.
- Ability to prepare and send communications on a moderate scale such as for special arrangements request outcomes, test invites and test outcomes.