

Job Description

Job title	Medway Virtual School Business Support
Directorate	PEOPLE: Children and Adults
Division	Medway Virtual School
Range	MPR 3
Reports to	Virtual School Head

Main purpose of the job:

To provide comprehensive business and administrative support for the work of our Medway Virtual School through:

- obtaining and maintaining confidential information and records from a range of sources
- identifying and resolving any missing or inaccurate information
- first point of contact for key partners (internal and external), providing up to date information and signposting
- scheduling of panel appointments across the directorate
- maintain, issue and track the recognition vouchers

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

Accountabilities and outcomes:

Be the first point of contact for partners, stake holders and commissioned external services, such as attendance collection, and manage service inboxes which are public facing, providing first line information and guidance, tracking response and provide direction for further support.

Maintain and contribute to the development of internal team systems and procedures so that there is no drift in responses or duties and update computerised records, including finance and pupil records, ensuring information is up to date and accurate.

Provide confidential administrative support and organisation in regard to any panels or meetings regarding the work of Medway Virtual School, including the work of the corporate parenting board sub group, and that all communication is appropriately protected in line with Medway Council's procedure and best practice

Issue and track secure data access agreements with settings and individuals for ePEP, ensure agreements are up to date, maintained and that accurate contact details are secured and maintained. Export and protect ePEP documents and send securely to identified contact and monitor and assign an ePEP to the correct external partner through MOSAIC.

Prepare finance tracking reports and produce charts to enable a review and analysis of in year (monthly and termly) and make effective use of Medway's financial procedures to process and arrange the payment of pupil premium; record decisions and advise partners of outcomes of decisions and respond to any queries.

Prepare correspondence to Children and Young people relating to recognition of achievements, prepare and publish certificates and issue vouchers; manage the ordering, storage and issuing of vouchers.

Coordinate and participate in training and other learning activities and performance development as required.

Support the delivery of enrichment activities for children and young people in care to Medway.

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.

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

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 Development 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 Head of Medway Virtual School.

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:

Based at Gun Wharf, may be required to work from other Council buildings

Person specification

Qualifications

- 5 GCSE 4-9 grade or equivalent level 2 qualification including Maths and English

Knowledge

Level A

- Basic knowledge of children's social care or education procedures
- Basic understanding of importance of confidentiality and GDPR and how this applies to emails and documents.
- Knowledge of the legal status of children and requirements (e.g. personal education plans (PEP))

Level B (in addition to level A criteria)

- Good knowledge of social care or education procedures
- Knowledge in identifying key partners that will need information pertaining to the work of the virtual school.
- Good understanding of confidentiality and GDPR and know how documents can be sent securely to partners through different methods.

Level C (in addition to levels A and B)

- Has a developed knowledge of social care, education, Medway finance, school systems in and out of Medway.
- Knowledge of how to provide information and signposting for all pupils known to Medway Virtual Schools (MVS)

Experience

Level A

- Experience working in an office environment.
- Demonstrable experience of managing own workload to ensure task completion
- Experience organising meetings.
- Experience using and tracking information.
- Experience of supporting project implementation

Level B (in addition to level A criteria)

- Experience of recording decisions and advising partners of the outcomes of decisions
- Experience of responding to increasingly complex queries
- Experience of preparing background information to information response
- Experience of starting to support the workflow management of the support team

Level C (in addition to levels A and B)

- Experience of contributing to managing the workflow of the support team in response to expected and unexpected pressures

Skills

Level A

- Proficient in the use of standard office products including word, excel, email, Teams (email merge – spreadsheet, bulk emails, maintain accurate systems / information flow / track information / task)
- Ability to be the first point of call for key partners (internal Children's Social Care (csc), education and schools) providing them with updated information and sign posting.
- Able to coordinate training and other learning activities.
- Ability to securely send information to external partners.
- Ability to update information (e.g. school, Special Educational Needs (SEN) status, personal education plans (PEP))
- Able to prepare a finance sheet from different sources of information.

Level B (in addition to level A criteria)

- Able to refine / contribute to the development of systems and procedures.

- Able to prepare headline text and coordinate publication and promotion of regular information to key partners.
- Can organise own workflow and team work effectively in response to external pressures (expected and unexpected)
- Able to review information and figures for accuracy.
- Able to identify key information for partners and general enquiries; knowing the level of information that is appropriate to share.

Level C (in addition to levels A and B)

- Ability to design and develop procedures across council teams and with schools.
- Coordinate training and other learning activities with and beyond the service (e.g. enrichment activities)
- Able to work with other services to ensure there is no drift or delay when resolving queries.
- Able to design / co design and support materials / training for Children's Social Care (CSC), partners and schools.
- Produce charts from finance summary.
- Able to analyse and interpret summary information.
- Can actively check and ensure accuracy of source data.

• **OTHER REQUIREMENTS**

Enhanced DBS check (Children and Adults)