

MVS Support Officer		
EVIDENCE FOR PROGRESSION TO LEVEL 3A	EVIDENCE FOR PROGRESSION TO LEVEL 3B	EVIDENCE FOR PROGRESSION TO LEVEL 3C
<u>Qualifications:</u> Provide original certificates/ work experience competencies at interview stage	<u>Qualifications:</u>	<u>Qualifications:</u>
<u>Knowledge:</u> Demonstrate at interview stage via questions and answers, tasks.	<u>Knowledge:</u> At least 18 months practical knowledge of working with systems across both Education and Children's social care MVS SO to provide 3 examples of: - knowledge and use of procedures (directorate / cross directorate) - communication with key partners - good quality responses to complex enquiries which also ensure GDPR compliance - use of knowledge to resolve issues with partners	<u>Knowledge:</u> At least 36 months practical knowledge of working with systems across both Education and Children's social care MVS SO to provide 3 examples from: - use of knowledge to improve procedures and communication (e.g. finance, data tracking) internally and externally - use of knowledge to support teams across the council (including corporate parents)
<u>Experience:</u> Evidenced on job application and at interview via scenario-based questions and tasks	<u>Experience:</u> Demonstrable experience in the service including consistent performance at Level A for a	<u>Experience:</u> Demonstrable experience in the service including consistent performance at Level B for a minimum of 18 months evidenced by:

	minimum of 18 months evidenced by: MVS SO to provide 5 examples of action and impact from: • accurate recording of decisions and advising of outcomes to partners • responding effectively to complex enquiries • preparing information and completing actions from multiagency panels (e.g. securing education) • drafting generic communications (internal and external) • supporting the flow of information and work so that responses are timely	MVS SO to provide 3 examples of action and impact from: • contributing to managing the workflow of the support team in response to expected and unexpected pressures (e.g. notes of team/planning meetings, copies of emails showing where reprioritisation has taken place, etc)
<u>Skills:</u> • Evidence at job application and/or competency test at interview	<u>Skills:</u> MVS SO to provide examples of action and impact: • ensuring data / information is up to date and shared swiftly to minimise any delay, and sharing with key partners where appropriate • building links with other teams and providing first line support	<u>Skills:</u> MVS SO to provide examples of action and impact: • developing procedures and prepare information for sharing with partners • coordinating and publicising training / activities to maximise take up and engagement

	and signposting (social workers, schools) • building links with partners and providing first line support and signposting (designated teachers, schools), managing the flow of information and organising work • reviewing tasks to ensure in line with agreed procedure – e.g. pp expenditure and review for accuracy • preparation and draft production of key communications	• working with other services to ensure there is no drift or delay when resolving queries • development of materials to support the work of key partners • summarising evaluations / feedback to inform next steps, including production of tables and charts in reports, including finance summary • accurately checking and updating source data and information
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