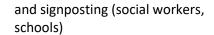
MVS Support Officer		
EVIDENCE FOR PROGRESSION TO LEVEL 3A  Qualifications:  Provide original certificates/ work experience competencies at interview stage	EVIDENCE FOR PROGRESSION TO LEVEL 3B  Qualifications:	EVIDENCE FOR PROGRESSION TO LEVEL 3C  Qualifications:
Knowledge:  Demonstrate at interview stage via questions and answers, tasks.	Knowledge: 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	Knowledge: 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)
<ul><li>Experience:</li><li>Evidenced on job application and at interview via scenario-based questions and tasks</li></ul>	Experience: Demonstrable experience in the service including consistent performance at Level A for a	Experience: 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	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,
	<ul> <li>preparing information and completing actions from multiagency panels (e.g. securing education)</li> <li>drafting generic communications (internal and external)</li> <li>supporting the flow of information and work so that responses are timely</li> </ul>	etc)
Skills:  • Evidence at job application and/or competency test at interview	Skills:  MVS SO to provide examples of action and impact:	Skills:  MVS SO to provide examples of action and impact:
	<ul> <li>ensuring data / information is up to date and shared swifty to minimise any delay, and sharing with key partners where appropriate</li> <li>building links with other teams and providing first line support</li> </ul>	<ul> <li>developing procedures and prepare information for sharing with partners</li> <li>coordinating and publicising training / activities to maximise take up and engagement</li> </ul>



- 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