

Role Profile

Part A - Grade & Structure Information

| | | | |
|------------------------|------------|--------------------------------------|---|
| Job Family Code | 8BF | Role Title | Appeals Officer |
| Grade | PS8 | Reports to (role title) | Appeals Manager |
| | | Directorate/School | Finance and Corporate Services |
| JE Band | 269-313 | Service/Department | Democratic Services/Appeals Team |
| | | Date Role Profile was created | Reviewed Jan2016/July 2014 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

| | |
|--|--|
| Role Purpose including key outputs | <p>To undertake complex Service provision and administrative activities, managing a discrete workload, taking responsibility for a group of appeals (admission appeals, exclusion reviews & transport review hearings for all Surrey community and voluntary controlled schools on behalf of the Local Authority, as well as for academies, free schools, voluntary aided, trust and foundation schools both inside and outside Surrey) from receipt to notification of the outcomes, working closely with the Appeals Manager to plan and manage the school admission and exclusion reviews process, by taking responsibility for the administration and organisation of appeal hearings ensuring all tasks are carried out within statutory and performance deadlines.</p> <p>Covering for the Appeals Manager as required.</p> <p>Ensuring parents feel their appeal has been handled competently and are satisfied with the service they receive during the school admission appeal process and ensure that the hearing is fair, independent, within the law; and the rules of natural justice are followed.</p> <p>Being responsible for checking that detailed decision letters are consistent and in line with natural justice and legislation. To take responsibility for detailed decision letters to ensure they are correctly worded in line with SCC policies and legislation. To identify and challenge any possible breach of this to avoid reference to relevant statutory bodies, liaising with the clerk to deal with any queries/issues arising.</p> <p>Having a detailed knowledge, understanding and ability to apply the School Admission Appeals Code and School Admissions Code, to act within the School Standards & Framework Act 1998 and Education Act 2002 and all subsequent legislation when advising appeal panels and other parties. To be an independent source of advice and give procedural and legal advice on potentially complex issues, the relevant Codes and legislation to avoid complaints about the appeals process to relevant statutory regulatory bodies and potential judicial review and ensuring all parties receive a fair hearing in line with legislation and natural justice.</p> <p>Keeping up to date on legislation, both new and changes, and new case law by attending appropriate training courses and self-directed learning and research.</p> <p>Assisting the Appeals Manager in the recruitment, induction, training and mentoring of new panel members, clerks and team members and refresher training existing appeal panel members, clerks and officers.</p> <p>Assisting the Appeals Manager by taking responsibility for briefing other officers/teams within SCC to support a more efficient and effective service for users and develop good team working relationships, supporting a culture of co-operative working within the team, as well as with other SCC officers, team members, Panel Members, other local authorities, DfE and other regulatory bodies. (LGO/EFA).</p> <p>Ensuring the Appeals Team continues to provide an effective and accessible front-line service for parents; playing a role in the continuous development and improvement of the Team and the wider Directorate by challenging how and why we do things; encouraging new and innovative ways of doing things; contributing to reviews of the team's processes and paperwork; the development of ICT to improve communication and customer care standards; identifying cost saving improvements to maximise productivity; and assisting the Appeals Manager in dealing with complaints arising from school admission appeals or permanent exclusion reviews.</p> |
| Work Context | <p>The Appeals Officer will deal on a day-to-day basis with members of the public, with particular pressure during the spring and summer months when the bulk of the appeals are heard. The post-holder will need to deal with parents who are stressed about the outcome of their application for a particular school placement. They will therefore need to demonstrate judgement and diplomacy, and ensure that appellants feel that their appeal has been handled competently, fairly and within the law.</p> <p>The post-holder will support the Appeals Manager in working collaboratively with officers from the LA to ensure that appeals are scheduled in an efficient manner and within appropriate timescales. He/she will contribute fully to service reviews and implement changes to procedures and paperwork to ensure that they continue to comply with good practice, reflect legislative changes, and are not subject to legal challenge. Procedural and legal advice is also provided to clerks and panel members carrying out the appeals hearings in conjunction with the Appeals Manager and Legal Services.</p> <p>The post-holder will need to develop specialist knowledge of appeals, including relevant codes and legislative frameworks, and will also be required to use specialist software. Although the work is directed by the Appeals Manager, he/she will need to take responsibility for and 'own' discrete sets of appeals, working with the relevant clerks to ensure these are processed in line with legislation, etc, in order to help the team manage its workload during the peak periods. They will therefore be liaising directly with parents, headteachers, LA staff, clerks and panel members to ensure that appeal hearings meet statutory deadlines and follow a fair process.</p> |

| | |
|--|---|
| Line management responsibility if applicable | n/a |
| Budget responsibility if applicable | To aid the Appeals Manager in meeting yearly income targets by maintaining high standard of personal conduct and providing excellent service. To assist the Appeals Manager in marketing the Service to own admission authority schools, both within and outside Surrey, in order to maximise income and meet the yearly income targets. |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate). |

| | |
|---|---|
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>Understanding of school admission criteria, appeals hearings and relevant legislation/codes of practice and applying it to the role.</p> <p>Understanding of and commitment to equal opportunities in service delivery and employment.</p> <p>Able to assimilate complex information</p> <p>Team ethic with a flexible approach to pressures and problems</p> <p>Manage and prioritise a varied workload to tight deadlines</p> <p>Good Interpersonal skills</p> <p>Integrity and tact</p> <p>Innovative and creative approach to work</p> <p>Ability to exercise initiative</p> <p>Experience of dealing with members of the public</p> <p>Committed to delivering improvement in public service</p> |
| Role Summary | <p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p> |
| Reference Number | <p style="text-align: center;">BM-2024-220</p> |

Copyright © 2019 Surrey County Council