

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Appeals Clerk
Grade	PS10	Reports to (role title)	Appeals Manager
		Directorate/School	Finance and Corporate Services
JE Band	371-438	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>Clerking admission appeal panels various types of schools working as part of the Team for the benefit of all parties involved, giving procedural and legal advice on complex issues and supporting appeal panel chairs to ensure that all parties receive a fair hearing in line with legislation and natural justice.</p> <p>Managing a discrete workload, taking responsibility for hearing procedure as required, including preparation, minute taking, decision making, working with officers in the Team helping ensure statutory and locally agreed performance standards are met, recording minutes and decisions are required by law.</p> <p>Working with panels, supporting the chair to ensure that parents are satisfied with the service they receive during a school admission appeal by: explaining procedure and dealing with any questions on procedure or legal issues; advising parents and school representatives on basic procedure; handling the appeal hearing in a competent manner; conducting a fair and independent hearing within the law so that all parties at an appeal hearing have every opportunity to present their case and that the points they have made are taken seriously and carefully considered; and following the rules of natural justice.</p> <p>Having a detailed knowledge of, understand, be able to apply and be an independent source of advice in order to minimise the potential for successful complaints to relevant statutory regulatory bodies and potential judicial review, keeping up to date on legislation and case law by attending appropriate training courses and self-directed learning and research.</p> <p>To order the business at an appeal hearing to clearly and accurately record all relevant facts and proceedings in line with relevant legislation and the School Admission Appeals Code.</p> <p>Advising panels in decision making to enable them to make decisions that are within the legislation, consistent and in line with natural justice, clearly recording all decisions and reasons for them, fully and accurately to enable officers to write clear, concise and detailed decision letters.</p> <p>Work with the Appeals Manager to assist in the training of new panel members, clerks and officers and assisting in refresher training for existing appeal panel members, clerks and officers, including those within other SCC Teams.</p> <p>Provide cover in the office if required.</p> <p>Uphold and promote the aims of the Council's Equality and Diversity policies in the course of day-to-day work. To adhere to all Surrey County Council policies.</p>
Work Context	<p>The Appeals Clerks are appointed on a zero hours based bank contract and work on an as needed basis, 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 concerned and very often stressed about the outcome of their application for a particular school placement. They will therefore need to demonstrate judgement and diplomacy, so that appellants feel that their appeal has been handled competently, fairly and within the law and that they have been given every opportunity to put their case and that the points they have made have been taken seriously and carefully considered.</p> <p>The workload is directed by the Appeals Manager, but the post-holder will need to take responsibility for and 'own' a discrete set of appeal hearings in conjunction with the relevant Appeals Officer.</p> <p>Working with the Appeals Manager, he/she will contribute fully to service reviews, as required, to revise procedures and paperwork. The post holder will be required to help implement any changes to appeal hearing procedures and paperwork.</p>

Line management responsibility if applicable	n/a
Budget responsibility if applicable	Whilst there is no direct financial responsibility, the quality of the service provided by the clerk will impact on the achievement of the yearly income target.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <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. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</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"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
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>Understanding of the confidential and sensitive nature of the process</p> <p>Ability to comprehend, interpret, communicate and apply relevant legislation, regulations, Codes, decisions of statutory bodies and case law</p> <p>Able to assimilate and process complex information</p> <p>Team ethic with a flexible approach to pressures and problems but able to work unsupervised</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 and ability to keep calm under pressure</p> <p>Committed to delivering improvement in public service</p> <p>Excellent minute or note taking skills</p> <p>Excellent organisational skills</p>
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

Reference Number	BM-2022-015
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