

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Senior School Admissions Officer
Grade	PS8	Reports to (role title)	School Admissions Manager
		Directorate	Children Families and Lifelong Learning
		Service	Education and Lifelong Learning - Education Access Quality and Improvement
JE Band	269-313	Team	School Admissions
		Date Role Profile was created	Feb.19

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	To ensure the efficient and effective delivery of Surrey's school admissions duties by managing a team to undertake related operational tasks and processes; liaising with parents, head teachers and other internal and external agencies where necessary, and offering guidance and support to service users. Tasks must be undertaken in accordance with relevant Government legislation and Surrey County Council policies, with an emphasis on attention to detail, high levels of customer service and safeguarding.
Work Context	This post is set within the School Admissions team, which has responsibility for delivering the mainstream school admissions service - coordinating the normal round admissions process for all schools and managing the in-year admissions service; arranging placement of challenging and vulnerable children under the Fair Access Protocol; tracking and monitoring applications up to the date children start school; and identifying and referring children who might be missing education. These are complex areas of work which are heavily regulated. The admissions process has statutory application and offer dates which must be met, creating a highly pressurised environment. Relevant statutory guidance issued by the Department for Education includes the School Admissions Code, Home to School Travel and Transport Guidance, the School Admissions Appeals Code and Children Missing Education.
Line management responsibility if applicable	This role has line management responsibility for a team of School Admissions Officers.
Budget responsibility if applicable	This role has no budget responsibility.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management - Identify opportunities and risks associated with the service and escalate / report to management. - Assess and manage risk associated with assigned cases/service delivery. Service Development - Contribute to the regular monitoring and review of services established to facilitate service improvement. - Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Planning & Organising - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. Finance/Resource Management - Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. Work with others - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. - Work in partnership with service users, their families/carers. People Management - Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Advanced vocational qualification at level 4 or considerable on the job experience. - For some roles a relevant degree may be required. - Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. - Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. - Numerate and able to advise on effective use of budgets and resources. - Competent in a range of IT tools including MS Office and database management systems. - Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. - Creative problem solving skills and the ability to identify service improvement initiatives. - Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. - Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Whilst an enhanced DBS clearance is not required for this post, a basic disclosure is required for a GCSX (Government Connect Secure Extranet) email address. Knowledge and experience of the school admissions process is desirable.
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.