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|  | **Job Description**  |
| Inclusion Administrator |
| Service:Reporting to:Period:Location: | Oakwood Specialist CollegeHead of Inclusion39.6 weeks 40 hours per weekDawlish campus  |
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Aims of the post:

Under the direction of the Head of Inclusion, you will be responsible for assuring a high standard of communication to internal and external parties through several means, including, but not limited to, face to face contact, e-mail and telephone communications. You will work within the Inclusion team and attend to any administrational duties as required. You will oversee administration process relating to EHCP timescales and will need experience using Microsoft Office, in particular Word and Excel. Some experience using databases and portals would be preferable.

This post falls within the scope of the regulations requiring an Enhanced Disclosure & Barring Service (DBS check).

N.B: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

Key responsibilities & objectives:

* Booking and sending invites for reviews and meetings
* Proofreading, updating, uploading and distributing EHCP paperwork
* Chasing feedback and assessments from internal and external professionals
* Minute taking
* Spreadsheet preparation and updating with information as required
* Database updating

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* To accurately answer phone calls and greet team members and external visitors in a friendly, energetic, personable, professional and polite manner. Model excellent professional relationships with learners, parents/carers, education and outside professionals, often being the first point of contact.
* To be perceptive about team members and their professional needs via all communication routes. Always be courteous and exercise diplomacy - positive relationships are integral to the day to day running of the college.
* To provide a range of clerical duties including, sending and receiving e-mails, updating databases and spreadsheets.
* To be confident in preparing and sending professional letters.
* To ask appropriate questions when contacted by external parties that ensures enough information is gathered to forward the call or email to the relevant inclusion team member. If a message is taken, ensuring all details are correct before ending the call and emailing the message to the appropriate team member immediately.
* To prepare regular, accurate reports across campuses and share with the Head of Inclusion as required.
* To prepare for and participate in internal and external audits.
* To manage the inclusion diary, ensuring meetings and room bookings are added correctly, aiding the team with calendar and meeting bookings.
* To source and book training and other external resources as and when required.
* To be prepared to complete relevanttraining if not already held
* To keep up to date with sector developments

**Health & Safety:**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Employees are required to co-operate with management to enable Phoenix Leading and Care to meet its own legal duties and to report any hazardous situations or defective equipment.

The approach required:

* Unflinchingly high aspirations for all young people that study at Oakwood, and high expectations of behaviour for them within their own context.
* Unflinchingly high expectations of behaviour and professional conduct of colleagues and self.
* The humility to recognise where things may not be working, and the progress of learners are at risk, and to speak up and seek support to improve.
* A continuous commitment to seeking to understand each young person and their needs, including those that make them diverse, complex and sometimes challenging.
* The drive to overcome challenges and setbacks using clear and tangible steps and making positive personal changes to approaches.
* Being a “present” and active listener and contributor in conversations about learning.
* Leading formal and informal conversations about best practice with colleagues.
* Being alive and open to new ideas and ways of working.
* Demonstrate enthusiasm and engagement in trying something new, sharing ideas and collaborating.

Personal Responsibilities:

* To maintain own continuing professional and personal development (supported by the organisation where appropriate) to ensure up-to-date knowledge.
* To be responsible for organising and prioritising own workload in the day-to-day allocation of work.
* To maintain appropriate confidentiality of information relating to the Company and its employees and maintain compliance with the Data Protection Act and GDPR legislation.
* To set high expectations for all and act as a role model for the Phoenix Values and Code of Conduct.

**Person Specification**

**APP** – Application **INT** = Interview  **AST** = Assessment

| **Essential Criteria** | **Measurement** |
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| **APP** | **INT** | **AST** |
| Experience of an administration role  | **✓** | **✓** |  |
| Literacy/numeracy qualifications at least Level 2 | **✓** |  |  |
| Data analysis, IT or similar qualifications or experience | **✓** | **✓** |  |
| Ability to analyse data and determine patterns and trends, presenting information in an accessible way. | **✓** | **✓** |  |
| Computer literate with a good working knowledge of Microsoft Office | **✓** | **✓** |  |
| Resilient and able to work on own initiative and work as part of a team | **✓** | **✓** |  |
| Excellent interpersonal and communication skills (both verbal and written) with the ability to lead and build effective relationships with team members | **✓** | **✓** |  |
| Excellent organisational skills; able to balance conflicting priorities. | **✓** | **✓** |  |

| **Desirable Criteria** | **Measurement** |
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| **APP** | **INT** | **AST** |
| Experience in supporting people with autism and/or learning disability  | **✓** |  |  |
| Understanding of and commitment to safeguarding children and young people, and equal opportunities and diversity at a management level | **✓** | **✓** |  |
| Understanding of the needs of diverse learner groups | **✓** |  |  |
| Experience of further education administration | **✓** |  |  |
| Full driving license and willingness to drive a College vehicle. | **✓** |  |  |

| **Organisation Values** | **Measurement** |
| --- | --- |
| **APP** | **INT** | **AST** |
| Honesty | Mutual honesty is the cornerstone of any relationship we build with the people we work with. | **✓** | **✓** | **✓** |
| Empathy | We work to understand and empathise with all the individuals we care for – it is important we show empathy and not sympathy. | **✓** | **✓** | **✓** |
| Aspiration | We work to assist all individuals aspire to achieve their goals and outcomes. | **✓** | **✓** | **✓** |
| Respect | We treat others in the same way we wish to be treated and to build shared respect. | **✓** | **✓** | **✓** |
| Teamwork | We strive to provide consistency in our approach through effective teamwork and to bring the best out of each other. | **✓** | **✓** | **✓** |