

## Service Development Officer for the Bi-borough Inclusion Service JD and PS

**Salary:** B3 S1-2 pro rata

**Contract:** Term Time Only plus 3 weeks, permanent

**Section:** Bi-borough Inclusion Service

**Responsible to:** Head of Bi-borough Inclusion Service

### Purpose of Job

- To provide **administrative and IT support** to the Bi-borough Inclusion Service
- To undertake **a wide range of key administrative duties** supporting the delivery of training and outreach services to schools, individuals, their families and other professionals
- To provide **administrative support for finance**
- To contribute to **marketing and income generation strategy**

### Main Responsibilities

#### Administration

- Manage manual and computerised record/information systems.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Undertake typing and word-processing and complex IT based tasks.
- Provide personal – administrative and organisational support to other staff (including accessibility features)
- Undertake administration of complex procedures.
- Work within the parameters set down in the Federations GDPR policies and procedures.

#### Events Management

- Provide practical support to the Training Co-ordinator, HoS and team Leaders by assisting in the organisation and management of events and training
- Advertise and organise training programmes and schedules of meetings in partnership with the team.
- Reply to information requests regarding the service via the telephone and email.
- Organise and manage booking, invoices and payments related to training and out of borough support
- Prepare invoices and follow up payments using the school's finance systems liaising closely with the Federation Bursar.

- Liaise with speakers, associates and services in order to facilitate training
- Design and create professional, visually attractive advertising materials and newsletters to promote events
- Promote events and update the training diary, website and newsletters and inform the growing database of events and updates.
- Maintain up-to-date information on website and notice boards regarding BIS and training events.
- Replenish catering supplies
- Set up refreshments for all events held in the training centre and clear up after ensuring the centre is always clean and tidy.
- Further develop the BIS website liaising with team members to ensure that all information is relevant, correct and current
- Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the BIS

## FINANCE

- Provide practical administrative support to the BIS by assisting with general administration, management of the training diary and applications for courses and processing payments.
- Set up, develop and maintain effective data systems for the teams
- To support the team in collecting and using data to improve performance.
- Record and update data and provide reports and statistics for the school and local authority.
- To assist in internal and external communications.
- To undertake all financial support for the BIS in liaison with the Federation Business Support Team
- Be responsible for ensuring that efficient and safe procedures are maintained by all staff concerning collection, security and distribution of cash.
- Raise purchase orders and process orders for supplies and services
- Manage the receipt and checking of orders
- Liaising with the Federation Business Support Team to issue invoices
- Be responsible for monies collected in respect of BIS activities and any other events that require the collection of money. Issue receipts as required and ensure computerised logs of payments are kept up to date and accurate.
- Undertake clerical and administrative tasks to assist with procurement.
- Maintain a detailed record of expenditure against the agreed budget
- Run monthly reports and meet with Head of Service and the Federation Bursar monthly.
- Work within the confines of the Federation's 'financial procedures'.
- Support Federation Business Manager in seeking opportunities for income generation
- Support Federation business manager in managing contracts relating to training centre
- Seek efficiencies in dealing with providers

- Provide support to Federation business manager regarding marketing and income generation strategy.

## Person Specification

### **Job Title: Service Development Officer for the Bi-borough Inclusion Service (BIS)**

#### **1. Experience**

##### **1.1. Essential requirements**

- Experience of working in a school or busy office environment
- Experience of working with the public/clients
- Organisation of events and meetings
- Experience of all aspects of office work
- Use of databases and publishing software

##### **1.2. Desirable requirements**

- Experience in digital marketing
- Knowledge of AI tools, presentational software, film editing tools

#### **2. Qualification/training**

##### **2.1. Essential requirements**

- GCSE A-C in English and maths or equivalent.
- Educated to NVQ L4 or equivalent.
- Excellent ICT skills, including using word processing, managing spreadsheets and databases
- Willingness to engage with a multitude of tasks at different levels.

##### **2.2. Desirable requirements**

- Project management qualifications
- Digital marketing training

#### **3. Knowledge, skills and abilities**

##### **3.1. Essential requirements**

- Excellent interpersonal and communication skills, both verbally and in writing.
- Ability to present information clearly and accurately.
- Ability to design visually attractive marketing materials

- Ability to work collaboratively and positively with colleagues within the Federation and the wider educational community.
- Professionally discreet and able to respect and maintain confidentiality over matters relating to the

### **3.2. Desirable requirements**

- Proven knowledge of innovative case management software

## **4. Federation, pupils, staff and parents**

### **4.1. Essential requirements**

- Commitment to respect and value the different experiences, ideas and backgrounds others can bring to work and to teams
- Resilient and able to work well under pressure, with minimum supervision, in order to meet deadlines
- Commitment to work within organisational procedures and processes and to meet required standards for the role.
- Reflective and learns from past experiences
- Ability to maintain secure electronic and manual records, as required.
- Ability to develop a work routine that systematically covers all aspects of the post.
- Commitment to further professional training and development.
- Commitment to the protection and safeguarding of children and young people.

At the Federation of Westminster Special Schools, we are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

This post is subject to an enhanced DBS check.