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Virtual School Administrator CE/512

Closing Date: Sunday 16th July 2017 12:00pm

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Department:
Contact Officer:
Telephone:

Education & Skills Services
Karen Walsh-Saunders
020 8359 7744

DATE: 27/6/17

Dear Applicant

Post: Virtual School Business Support

Thank you for the interest you have shown in the above opportunity.

This Information Job Pack gives a full explanation of the job and working for Mott MacDonald (Cambridge Education), which I hope will encourage you to apply for the post.

To apply for this post, please [click here](#). If you need assistance, please email HR Team at schoolsrecruitment@islington.gov.uk quoting job reference **CE/512**.

The closing date for applications is Sunday 16th July at 12.00 pm

Interviews will be held on Wednesday, 19th July 2017.

If you would like to discuss this position on an informal basis please contact me on **020 8359 7744** or **Karen.walsh-saunders@barnet.gov.uk**

I look forward to receiving an application from you.

Yours faithfully

Karen Walsh-Saunders
Deputy Headteacher
Access and Inclusion Manager
Virtual School for Barnet's Children in Care
Education and Skills

How to Apply

KEY DATES

Closing date for applications: SUNDAY, 16TH JULY 2017
Interviews will be held on: WEDNESDAY, 19TH JULY 2017

To apply for this post you must complete an online **application form**.

Completing Application Forms

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the job description.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered.

To apply for this post, please [click here](#). If you need assistance, please email HR Team at schoolsrecruitment@islington.gov.uk quoting job reference **CE/512**.

Further Information

Should you have any queries relating to any aspect of this appointment process, or require additional information, then call the Recruitment Team, direct line (020) 7527 2875.

It is important that you complete ALL sections of the application form.

Next Steps

If you are selected for interview we will contact you by email and/ or text message.

About Cambridge Education

Cambridge Education is part of the Mott MacDonald Group, whose annual turnover is more than £1.4billion. Mott MacDonald employs more than 15,000 staff and has offices throughout the UK and in over one hundred countries worldwide. Originally an engineering group, Mott MacDonald has expanded to include education, health, social care and general consultancy both in the UK and overseas. The corporate strength of the Mott MacDonald Group enables Cambridge Education to draw quickly on a wide range of expertise from all parts of our business to ensure that our customers have access to the breadth of capability of all of our staff.

Our approach is based on selecting the best and most experienced staff available; providing excellent leadership, management and support structures; applying robust and transparent project management and quality assurance arrangements; and effecting continuous improvement through the sharing of good practice. Above all, we seek to work in partnership with our customers, sharing responsibility and risk, and making sure that relationships and services are always the best that together we can possibly achieve.

Many of our staff have strong public sector backgrounds, having worked in schools, early year's settings or in local authorities. Whilst our base is in Cambridge, we have access to regional offices and infrastructure in over thirty UK locations via our parent company. In addition, many of our staff are home-based, making it easier for them to maintain close links with local authorities, schools, colleges and higher education institutions in the regions they serve.

Our people are our most valuable asset and we are hugely proud of their talents, achievements and commitment as we strive towards making a positive difference to the provision of education both in the UK and the developing world.

We do our utmost to provide a stimulating and rewarding environment for working and learning – not only to attract the best but to keep you once you've joined us. As the custodians of the company for future generations, we keep long-term prosperity and career development at the heart of our ethos.

We follow a clear set of values for which we are all accountable to both our colleagues and clients. Our corporate vision is clearly defined in our business plan and shapes our decision-making. So, if you join us you will become part of a successful company that knows where it's going and you will know what is expected of you.

Cambridge Education working with Barnet.

On 1st April 2016 the London Borough of Barnet awarded Cambridge Education a contract to deliver a range of education services to the Barnet community. Until the end of March 2024 at least we will be responsible for the provision of the full range of council services currently available to support schools and families (including for example, school improvement, school admissions, services for children with special educational needs).

The Advertisement

Job Title: Virtual School Administrator
Full Time Permanent Post
Salary: £23,802 -£26,805 per annum fully inclusive

- This is an excellent opportunity for someone to grow and develop within the Virtual School Service. The Virtual School works with Looked After Children and care leavers and the professional networks supporting them to succeed in school. We are a team of highly skilled professionals based at North London Business Park offering guidance to Social Workers, Designated Teachers, Foster Carers to name but a few. You will manage the daily operational and business needs of Virtual School Service.
- In this challenging opportunity you will need experience of microsoft packages and excellent management skills to support the team to ensure long term sustainability with excellent attention to detail and a willingness to take on new challenges. Excellent training and support will be given to the successful candidate. Please note that should you be invited to interview, you will be required to complete a short test covering your microsoft skills.

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For an informal discussion about the post please contact Karen Walsh-Saunders, Deputy Headteacher, Virtual School, 020 8359 7744

Closing date for applications: 16/07/2017 at 12.00 pm

We value diversity.

Role Profile

Service:	Education & Skills
Location:	NLBP
Job Title:	Virtual School Administrator
Grade:	24 - 28
Reports to:	Headteacher and Deputy Headteacher, Virtual School

1. Context and Purpose of Job:

1. To provide efficient, effective and timely support as part of the Virtual School Team in the delivery of a specialised service relating to pupils who are Looked After to the London Borough of Barnet
2. To ensure that the support functions are administered within priorities set by the Virtual School Headteacher or the Virtual School Deputy Headteacher and including timely responses relating to:
 - Financial administration of Virtual School budgets on integra
 - Response to FOI requests
 - Data entry on Virtual School systems, especially but not exclusively the Virtual School register
 - Minute taking at key Virtual School meetings
 - Responding to telephone enquiries from schools, foster carers, social workers and other professional partners
3. To undertake specific whole team responsibilities as assigned, and moving between casework and strategic process', as required.
4. To work closely and collaboratively with the members of the Virtual School Senior Leadership Team and Casework Team to plan, develop, implement and maintain robust administrative processes to support the functions of the service.
5. To work collegiately as one of a larger group of Virtual School staff and associates, sharing responsibilities and maintaining a flexible, adaptable and responsible approach to contributing to the sharing of Virtual School and Cambridge Education support tasks.

3 PRINCIPAL ACCOUNTABILITIES

3.1 Main duties and responsibilities

- 1 Provide high quality and pro-active general business and organisational support to the Virtual School Senior Leadership Team and Casework Team, including diary management, word processing, filing, photocopying, handling post, preparing routine and non-routine correspondence, reports, spreadsheets and other documents using ICT based systems, etc as required.
- 2 In particular ensure tasks are dealt with according to plans and arrangements put in place by VS SLT, to enable timely responses to work associated with:
 - a. invoice processes on Integra system
 - b. managing and keeping excellent records of VS registers and key documents
 - c. School funding team requirements
 - d. complaints, FOI and SAR requests
 - e. phase transition processes
 - f. pupils transferring between other LAs
 - g. customer care response time standards
3. Ensure timely and accurate data input to ICS, checking consistency and coherence with file and any other records, including decision making records.
4. Assist in the undertaking of regular scheduled tasks where accuracy and timeliness is paramount, including the registers, annual review monitoring against expected receipt, pupil progress meetings.
5. To process decisions and paperwork arising from Education Panel and process according to pre-set performance standards.
6. Keeping records of phone interaction as required, manage an unpredictable and often high volume of telephone contact to a range of officers: answering enquiries where possible and seeking advice for response from colleagues in the team.
7. Undertake cross team support responsibilities in a manner that supports the efficient, effective and customer focused work of the team, to include one or more of :
 - a. Post sorting – in and out-going
 - b. Stationery support
 - c. Filing
 - d. Archiving files
 - e. Monitor the shared virtual school e mail account
 - f. Support to named senior officers in diary management and managing diverted phones
 - g. Panel preparation, minuting support and related administration.
 - h. Other tasks that may arise
8. Work closely with the members of the Virtual School SLT and Casework Team and liaise where necessary with other members of the Children's Service, Schools, foster parents and a wide range of statutory and voluntary agencies regarding information relating to cases. Ensure effective and timely communication and data/information transfer and chase up where required.

9. Ensure all casework records and records of individual pupils are accurate, kept up-to-date and are filed and stored securely. Take shared responsibility for beginning and end of day cabinet locking and key security, and ensure papers passed to senior officers are put in a secure place.
10. Using ICS and team located data, spreadsheet records and paper records, carry out research, obtain information and analyse and evaluate data and information. Prepare relevant statistical and management information as directed, including data for local and national performance indicator measures.
11. Organise, administer and attend a range of meetings and specialist Panels as required. To include preparing and circulating minutes, agendas and documents, take minutes, record and communicate decisions.
12. Have regard to statutory timescales and local performance standards for written correspondence and administration, and ensure these are met. Work with the relevant monitoring systems to ensure statutory timescales are met and a high standard of database case information is maintained.
13. Maintain manual and computerised records and management information systems ensuring that all data is handled in a confidential and secure manner
14. Maintain efficient working relationships with other delivery units and commissioned services, as required, and where their service relates directly to enabling access to education.
15. Assist with the preparation, printing and collation of panel papers/information ensuring a high level of accuracy and attention to detail.
16. Support all officers in the team in undertaking financial administration procedures, data analysis, carrying out core responsibilities for which the team is responsible. Assist with planning, monitoring and evaluating budgets, income and expenditure.
17. Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards

3.2 STAFF RESPONSIBILITIES

- 3.2.1 To ensure that all personal data is handled in a secure and safe manner and in strict compliance with the Data Protection Act and with Barnet's policies and protocols relating to data handling
- 3.2.2 To support new members of the team in explaining administrative and procedural processes, protocols and practices.

3.2.3 To work collegiately across the team of The Virtual School, ensuring a flexible approach to changes in work pressure throughout the year.

4.0 FLEXIBILITY

4.1 In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

4.0 CAMBRIDGE EDUCATION COMMITMENT TO EQUALITY

4.1 To deliver Cambridge Education commitment to equality of opportunity both in the provision of services and as an employer. All staff are expected to promote equality in the work place and in the services the council delivers.

Person Specification

Service:	Children's Service
Location:	North London Business Park
Job Title:	Virtual School Administrator
Grade:	24 – 28
Reports to:	Headteacher and Deputy Headteacher, Virtual School

Essential Qualifications required

Type	Level required
Professional qualifications/memberships	None specific
Education	Educated to degree level. Highly literate and numerate

Technical / Knowledge Requirements

Type	Description
ICT skills	Well developed keyboard skills and highly developed and proven ICT skills in a range of including complex databases, Microsoft Word, Outlook and Powerpoint.
	Proven experience and competency in the effective use of ICT databases and record storage and retrieval systems.

	Proven ability to handle confidential personal information in an appropriate and secure manner
	Knowledge of and commitment to the adherence to the principles of data protection and safeguarding of sensitive data.

Role Specific Competencies

Type	Description
	Knowledge, experience, understanding and competency in complex administrative systems.
	Experience of operating effectively in a pressurised administrative environment experiencing a broad range of administrative functions.
	Experience of working with other agencies such as Family Services, health, mental health, voluntary sector and others.
	Experience of dealing effectively and sensitively with internal and external colleagues, clients, schools, parents, agencies in a highly customer focused manner.
	Experience of preparing correspondence, reports and other documentation using Word, excel and other PC based systems in an accurate and competent manner.
	Ability to use the appropriate data sources to conduct straightforward research as directed.
	Commitment to the safeguarding of the welfare of children and young people.

Behavioural Competencies

Competency	Key to role
Communicating and influencing	Effective written communication skills, able to prepare correspondence and minutes.
	Ability to communicate complex issues in a clear and effectively manner (oral and written) with a wide range of stakeholders and to empathise and be assertive as appropriate.
	Good listening skills, ability to handle confrontation with confidence, discretion and diplomacy under pressure
	Influencing skills to effectively chase up and secure information and data to demanding deadlines
	Proven ability to deliver a customer focused service to defined quality standards.
Political Awareness	Appreciation of the political make-up and decision making processes of the council and its impact on the role
Leadership	Willingness to take personal responsibility for the delivery of relevant service priorities.
	Ability to ensure that children and young people and their parents are the focal point for decision making

Problem solving	Highly developed organisational skills, ability to work independently and unsupervised to tight deadlines using own initiative and whilst managing conflicting priorities
Striving for excellence	Attention to detail with a proven record of producing work to high levels of accuracy and quantity standards.
	Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures
	Demonstrates a determination, ability and proven experience of successfully delivering a service to demanding targets and objectives
	Commitment to embrace the principles of equality in the delivery of the service
	Evidence of successfully reviewing and improving an administrative service.
Team working	Ability to work effectively, flexibly and constructively with colleagues in a team and make a positive contribution.
	Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility
	Demonstrable experience of working effectively and participating with other colleagues on an inter-agency basis to ensure an effective response to complex issues
	Ability to build and nurture good working relationships with colleagues and across a wide range of outside agencies
Safeguarding	Sound understanding of the principles of safeguarding and a commitment to improving safeguarding the welfare children and young people.
Partnership working	Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently
	Ability to provide accurate guidance and information to parents and other stakeholders