

JOB DESCRIPTION

Employment Details	
Job Title	Pupil Services Officer- SEND Admin Support
Reports to	Senior Pupil Services Officer Pupil Services Manager
Salary Band	WHF NJC L

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role

To provide high-quality administrative support to the SENCO in order to ensure the effective operation of the school's provision for pupils with special educational needs and disabilities (SEND). The role will contribute to the smooth running of systems, accurate record keeping, and strong communication with staff, parents, and external agencies, thereby supporting the SENCO in raising outcomes and removing barriers to learning for all pupils with SEND.

Responsibilities

Key Responsibilities

Administrative Support

- Provide comprehensive administrative support to the SENCO, including diary management, meeting scheduling, and correspondence.
- Maintain accurate and up-to-date SEND records, including Pupil Profiles, Education Health and Care Plans (EHCPs), intervention records, and provision maps.
- Support with the organisation and monitoring of annual reviews, multi-agency meetings, and parent consultations.
- Draft and prepare letters, reports, and documentation for internal and external use.
- Assist in managing and monitoring SEND-related budgets, resources, and equipment.

Communication & Liaison

- Act as the first point of contact for SEND-related enquiries from staff, parents, and external agencies.
- Ensure effective communication between the SENCO, teaching staff, support staff, and external professionals.

- Support with preparing and distributing information to parents and carers regarding SEND provision and meetings.

Data Management

- Input and maintain SEND data on school systems, ensuring compliance with statutory requirements.
- Prepare data reports for the SENCO and senior leadership team as required.
- Monitor deadlines for statutory paperwork and ensure all submissions (e.g., EHCP applications, referrals) are completed accurately and on time.

Support for SENCO Duties

- Assist in the coordination and organisation of interventions and support timetables.
- Help with the preparation of resources, training materials, and presentations for staff development.
- Ensure confidentiality and data protection requirements are met in line with school policy.

School promotion

- Arrange school visits, meetings and events for prospective parents
- Maintain pre-admission register and inform line manager of significant changes
- Ensure effective and continuous communication with all stakeholders
- Co-ordinate relevant school events, such as parents evening and open days

Additional Duties and Responsibilities

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

PERSON SPECIFICATION

Qualifications and Training	
Essential	Desirable
<ul style="list-style-type: none"> • NVQ 3 or equivalent qualification or experience in relevant discipline. • Minimum grade A*-C in English and Maths. • Sound working knowledge of Microsoft Office application and excellent IT skills. • Enthusiasm for continued self-learning and development 	
Skills and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Strong administrative and organisational skills, with the ability to prioritise and manage workload effectively. • Excellent communication skills, both written and verbal. • Ability to maintain confidentiality and handle sensitive information with professionalism. • Good IT skills, including experience with Microsoft Office (Word, Excel, PowerPoint) and school-based management systems (e.g. Arbor). • Ability to work independently and as part of a team. • A positive, flexible, and proactive approach. 	<ul style="list-style-type: none"> • Previous experience in a school setting, particularly in SEND administration. • Understanding of SEND processes, statutory requirements, and inclusive education practices. • Experience liaising with parents, external agencies, and professionals.
Personal Traits	
The successful candidate will:	
<ul style="list-style-type: none"> • Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times. • Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries. • Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace. • Have values that align with the ethos and culture of The White Horse Federation. 	