

**JOB TITLE: DSPL Administrator**

**GRADE: H4 (9)**

**REPORTS TO: DSPL Area Manager**

**CONTRACT Permanent 38 weeks Term Time only**



## **PURPOSE**

To provide administrative support to the DSPL Area Manager and the DSPL Area SEND Lead

## **RESPONSIBILITIES**

- To provide organisational and administrative support for the Delivering Special Provision Locally (DSPL).
- Manage the provision of a full range of administrative duties, deal with all general matters and more complex correspondence including invoices and events booking according to local procedures, as well as management administration of sub group projects.
- Plan and agree with DSPL Board the meeting structure for all meetings for the academic year.
- Circulate meeting agendas, take and produce minutes of all DSPL meetings and circulate accordingly.
- Manage internal/external communications including, managing, monitoring and responding to the DSPL email account/social media accounts. Take telephone calls and undertake follow up telephone calls on behalf of the DSPL Area Manager and Area SEND Lead.
- Manage digital media and social marketing for DSPL, produce and circulate DSPL Newsletters, communication emails, parenting training brochures, training events and other promotional materials as required.
- Manage the organisation of training courses, to include liaising with training providers, confirming dates, booking venues, publicising and taking bookings from parents, carers and school staff using online systems.
- Supporting the DSPL Area Manager and working parties in event organisation to include organising meetings, taking minutes, liaising with the venue, managing bookings, answering queries from delegates and assisting with all aspects of events organisation on the day.
- Provide administrative support to Area SEND Lead to include organise meetings of professionals from different teams and agencies within the Local Authority to promote the Hertfordshire County Council SEND strategy.
- Liaise with professionals, Headteachers and parents/carers from within the Partnership and provide appropriate information as directed by the DSPL Area Manager.

- Manage the DSPL Web Site and Social Media accounts to ensure information is widely available and appropriate for the audience.
- Manage utilisation of and provide expertise in software packages such as Microsoft Office – Word, Excel, Access, Publisher, PowerPoint.
- Manage and maintain the DSPL data streams to ensure communications are targeted to the appropriate audience. Produce data reports, tables and graphs to support the work of the DSPL area.
- Budgetary and financial responsibility within set boundaries including, management of the financial spreadsheets, recording income and expenditure, raising and processing invoices for payment expeditiously.
- To be responsible for stationery requirements and requests, sort and distribute mail, keep office information board up to date, operate relevant equipment/ICT packages (e.g. Word, Excel) and undertake word processing and other IT based tasks.
- To carry out such other duties as required, and as are commensurate with the grade of the post.

## **Experience and Skills**

- Be well organised and meticulous in record keeping, filing, planning and letter writing
- Have a flexible approach and be able to organise workload according to priority.
- An ability to use relevant technology to an appropriate level, for example, computers and peripherals, photocopiers.
- Have an excellent telephone manner, being able to adapt responses according to the humour and situation of the caller.
- Present a courteous and friendly manner to all visitors to the school, having due regard to “customer service best practice” attributes.
- Have good numeracy and literacy skills, with a focus on good grammar and spelling.
- Ability to relate well to headteachers, professionals and parents.
- Exhibit high moral standards in dealing with confidential and sensitive situations.
- Be prepared to engage in further training and development in order to maintain skill and knowledge at an appropriate standard.
- Operate a strict code of confidentiality when dealing with DSPL matters – specifically those relating to children, young people and families within the DSPL Area