



SEND Administrator JOB DESCRIPTION

Purpose of the Role:

The SEND Administrator will provide administrative support to the SEND team, ensuring the smooth running of SEND processes and supporting effective communication between staff, external agencies, and families. The role involves managing day-to-day SEND-related administration, tracking interventions, maintaining accurate records, and ensuring timely communication across all parties.

Key Responsibilities:

Intervention Management:

- Add and update interventions for SEND students on the school's provision map.
- Track and cost interventions across the whole school to ensure budget accuracy.

Attendance and Communication:

- Make daily phone calls regarding the attendance of a specific cohort of SEND students.
- Manage the SEND phone line, directing messages and ensuring prompt responses.
- Act as the main point of contact for parental inquiries, handling calls and sending support letters when necessary.

Administrative Support:

- Prepare timetables for Teaching Assistants (TAs) to ensure effective classroom support.
- Assist in managing the SEND diary, including review deadlines, Educational Psychologist (EP) dates, external CPD sessions, and key meetings.
- Chase up SEND paperwork from external agencies, logging all documentation on CPOMS and the provision map.
- Oversee the SEND referral process and maintain an overview for quick reference.

Staff and Team Support:

- Attend and support the daily SEND briefing, ensuring key messages are communicated effectively.



- Direct TAs in case of staff absence to ensure continuous support for SEND students.
- Update testing trackers and other relevant SEND data systems regularly.
- Review and update the Access Arrangements folder to ensure all students receive necessary support.

Person Specification:

Essential:

- Strong organisational and administrative skills.
- Excellent communication skills, both verbal and written.
- Ability to manage multiple tasks and prioritise effectively.
- Familiarity with SEND processes and related systems (e.g., CPOMS, Provision Map).
- Competency with IT systems including Microsoft Office.

Desirable:

- Previous experience working in a SEND or educational setting.
- Knowledge of access arrangements and interventions for SEND students.
- Experience in liaising with external agencies and parents.



PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to ***think big*** for yourselves and for the world around you;
- We want everyone to ***do the right thing*** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.



KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

Assessed at

A – Application Stage

D – Desirable

I – Interview Stage

P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Good qualifications in both English and Maths	X		X	X	
	Knowledge of GDPR requirements		X	X	X	
	Knowledge of Safeguarding requirements		X	X	X	
Experience	Experience of using the Microsoft Office suite to intermediate level or above	X		X	X	X
	Experience of administrative or secretarial work	X		X	X	X
	Experience of working front of house/reception		X	X	X	X
	Experience of working in a team	X		X	X	X
	Experience of working in an educational establishment		X	X	X	
Skills	Ability to work effectively within a team environment	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and pupils	X		X	X	X
	Ability to maintain confidentiality and sensitivity around information	X		X	X	X
	Good time management skills and ability to meet deadlines	X		X	X	X
	Ability to use ICT and other specialist equipment and resources	X		X	X	X
	Ability to communicate effectively	X		X	X	X