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| Job Title | Operations Support Officer |
| Grade | Essex Schools Pay Scale 7 (pt 19-24) inc. Fringe Allowance |
| | Permanent, full-time 25 hours per week, 52.14 weeks per year |
| Reports to | Director of HR, Operations and Governance |
| Liaison with | All staff, primarily, the Chief Executive Officer (CEO), CFO, Executive Headteacher (EHT) and Headteachers (HTs), Senior Leadership Team (SLT) members, Central Trust Directors, Central Services team members and School Business/Office Managers. |
| Job Purpose | <ul style="list-style-type: none"> • To provide operational and administrative support to assist the smooth running of the HR, Operations and Governance team. • To provide operational support to Trust schools in accordance with legislation, policies, procedures and current best practice. • To support with promoting best practice and ensuring compliance with policies and procedures. • To develop and maintain high-quality working relationships with the wider Central Trust team. |
| Compliance and Statutory | <ul style="list-style-type: none"> • To maintain a policy review schedule to ensure timely and comprehensive review and approval. • To liaise with the provider of model policies/policy templates to ensure that the Trust is fully compliant with legislative changes etc. and is not providing out-of-date/incorrect guidance/advice. • With Policy Leads, to coordinate the review of all policies to ensure that review dates are not missed and that policies are approved and published/communicated, as required, in a timely manner. • To undertake Account Owner responsibilities for the Trust's compliance platform insofar as policies and training are concerned, monitoring that staff complete the correct documentation and training to ensure that the Trust is compliant with regulatory and statutory requirements. • To maintain a policy library that is accessible to all and facilitates the easy retrieval of Trust and individual School policies, as and when needed. • To liaise with the Schools to ensure they are aware of policies and the requirements that must be complied with. • To support with the maintenance of the Trust website and monitor School websites to ensure compliance with statutory requirements. |
| General Data Protection Regulation (GDPR) | <ul style="list-style-type: none"> • To support the GDPR function across DET and its Schools. |

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| General Data Protection Regulation (GDPR) - continued | <ul style="list-style-type: none"> • To liaise with our external Data Protection Officer (Information Governance Services) at Essex County Council, as needed. • To maintain the Trust's data protection documentation in accordance with Essex County Council's guidance. • To support with the processing of any data breaches, Subject Access Requests and Freedom of Information Requests. • To ensure the timely publication of all relevant documentation on the Trust's website, in line with data protection requirements. • To support the Trust and its schools during the annual DPO audit by Essex County Council. |
| Audit and Risk | <ul style="list-style-type: none"> • To assist with reporting and review processes as they relate to this role, including internal and external audits. • To assist with the timely and accurate completion of all Trust Risk Registers, liaising with Risk Register owners, as required. • To oversee the production and maintenance of Employee Registers of Business, Pecuniary and Personal Interests across DET and its Schools, ensuring that registers are accurate, prior to submission to the CFO for approval. |
| Trust Administration | <ul style="list-style-type: none"> • To support with the communications with key external stakeholders. • To support with Trust Operations communications, as required. |
| General | <ul style="list-style-type: none"> • To establish effective working relationships with all stakeholders, internal and external. • To participate in the performance and development review process, taking personal responsibility, in consultation with the Director of HR, Operations and Governance, for the identification of learning, development, and training opportunities. |
| Safeguarding | <ul style="list-style-type: none"> • The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff to share in this commitment. • All Trust staff must adhere to the DET Safeguarding and Child Protection Policy and associated procedures, including completion of annual safeguarding training. |

The above duties are neither exclusive nor exhaustive, and the Director of HR, Operations and Governance may require the post-holder to undertake other duties from time-to-time. Any duties should be within the context of the role, skill-set and scale/pay point.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION
Operations Support Officer – Central Services

| General | Detail | Examples |
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| Qualifications and Experience | Specific Qualifications and Experience | A good standard of education (A-Level or equivalent). School experience desirable, but not essential. |
| | Knowledge of Relevant Compliance and Governance Framework | Experience of documenting and managing extensive filing systems. Experience of policies. Effective stakeholder/relationship management. |
| | Literacy | Outstanding literacy skills. |
| | Numeracy | Outstanding numeracy skills. |
| | Accuracy | Focused attention to detail. |
| | Technology | Highly competent IT skills, specifically, across the Office suite. |
| | Confidentiality/Data Protection | A good understanding of procedures and legislation relating to confidentiality, specifically, GDPR. An appreciation and understanding of the need for professional confidentiality. |
| | Project Management | To demonstrate evidence of having managed projects to a successful outcome. An ability to process and collate information. |
| | Self-Motivation | A proven self-starter with the ability to shape a role and make it their own. |
| Communication | Written | Excellent written communication skills with an ability to tailor correspondence to fit audience. |
| | Verbal | The ability to communicate effectively at all levels. The ability to overcome barriers to effective communication. |
| Working with Children | Behaviour Management | A thorough understanding of DET's Code of Conduct and other Trust and School policies, as relevant, and a commitment to adhere to them. |
| | Curriculum/School Organisation | A good understanding of the learning experience provided by DET Schools in relation to the role. |
| | Health and Wellbeing | An understanding of the importance of physical and emotional wellbeing of both self and others. |
| Working with Others | Stakeholder Management | The ability to establish effective relationships with all stakeholders, internal and external. The self-assurance to represent DET with external stakeholders, as required. |
| | Relationships | The ability to build strong and effective relationships across all stakeholders, quickly gaining confidence and trust. To always be accessible and approachable. |

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| | Team Work | <p>To work effectively as part of a team, but also on own initiative and with minimal supervision.</p> <p>To be a role model for DET values and behaviours.</p> <p>To be collaborative.</p> <p>To provide “expert” insight empathetically.</p> <p>To train and develop others, as necessary.</p> <p>The ability to transfer new knowledge to the workplace and share knowledge on a practical level, as required.</p> |
| | Information Sharing | To be able to develop and implement highly effective systems to share and safeguard information. |
| Self-Management | Organisational Skills | <p>The ability to prioritise and organise.</p> <p>The role involves many and conflicting priorities, requiring a methodical and calm approach in order to be effective, and to deliver.</p> <p>A positive and creative approach to tackling tasks.</p> |
| | Time Management | Excellent organisation skills with the ability to use own initiative and work to tight, and strict, deadlines. |
| | Problem Solving Skills and Decision Making | The ability to anticipate, assess and deliver solutions to problems with clear, logical thinking. |
| | Creativity | <p>To demonstrate a highly creative approach to work.</p> <p>The ability to resolve complex problems independently.</p> |
| General | Equality, Diversity and Inclusion | Knowledge of and commitment to equal opportunities and anti-discriminatory practice. |
| | Health and Safety | A good understanding of Health and Safety. |
| | Safeguarding and Child Protection | A good understanding of, and compliance with, Safeguarding and Child Protection procedures. |
| | Continuing Professional Development | <p>To demonstrate a clear commitment to develop and learn in the role.</p> <p>The ability to evaluate own performance and effectively address areas for development.</p> |