

Post Specification

Post Specification - Key Information

- **Post Title: SEND & Inclusion Assistant**
- **Date: June 2026**
- **Post Group Number: 7314**
- **Job Family: Business Support**
- **Job Family Role Profile: BS7**
- **Final Grade: Grade 7**

To be read in conjunction with the job family role profile.

Service Area Description

Inclusion Service works with children and young people to ensure their educational needs are adequately assessed and provision made enabling them to access learning and which supports them to achieve their potential.

Purpose of this Post

Improve the outcomes for children and young people in Westmorland and Furness by providing high quality, efficient and effective administrative business and financial support within the Children's Services Directorate

Support the delivery of an effective Inclusion Service by assisting with the planning, organisation of resources and provision of accurate information to internal and external stakeholders, ensuring services are delivered efficiently on behalf of the Council.

Key Job Specific Accountabilities

- Provide high-quality technical, administrative, and financial support ensuring a responsive, flexible, effective, and efficient approach. Undertake a range of administrative tasks to support the delivery of Inclusion Services, liaising with managers as required to meet statutory timescales and legislative requirements, while maintaining strict confidentiality.
- Communicate effectively with customers and stakeholders, both internal and external, using a courteous and professional approach. Manage service user queries across multiple channels, including face-to-face, telephone, written correspondence, and digital platforms.
- Plan, prioritise, and manage own workload effectively, contributing to collaborative team working. Where required, allocate tasks to colleagues, check work for accuracy and provide guidance and support.
- Accurately maintain, input, extract, and report on data from a range of service-specific systems, including databases, spreadsheets, and electronic case management systems. Ensure all information is accurate, secure, and compliant with relevant legislation. Use

initiative and problem-solving skills to respond to queries and maintain data integrity, including financial and budget-related information.

- Contribute to development of service delivery by identifying opportunities for improvement in systems and processes. Make recommendations that enhance efficiency and effectiveness and support the implementation of improvements across related services.
- Provide administrative support for statutory and non-statutory meetings, panels, and events. This includes organising schedules, preparing documentation, and accurately recording minutes.
- Monitor, reconcile, and process financial transactions, including ordering goods and services by e-procurement, processing payments. Identify and resolve financial discrepancies in line with policy and procedures. Apply service-specific knowledge to respond to financial queries from schools and other stakeholders in an informed and timely manner.
- Support the organisation's emergency response arrangements as required, including undertaking Fire Warden duties. Ensure a consistent and standardised approach to service delivery, adapting to the specific requirements of the service area where necessary.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:**
 - Provide Instruction and training in areas of work as necessary
- **Other:** None

Essential Criteria

- **Qualifications:**
 - Relevant qualification at NVQ3 or equivalent experience
- **Knowledge:**
 - Awareness of statutory SEND
- **Experience:**
 - Dealing with complex and sensitive enquiries and issues from partners and members of the public
 - Experience of working in a busy office environment as part of a team including maintaining systems and the use of ICT packages
 - Ability to work independently and flexibly
- **Expertise:**
 - Good communication skills – oral and written
 - Ability to maintain confidentiality, prioritise and work accurately under pressure

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public
- **Physical Demands:** N/A
- **Working Conditions:** N/A