

## **Job Description**

### **SENDIASS Administrator**

- General:** Rose Road is a Southampton-based charity supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas, providing respite accommodation, on-site and community-based outreach and day services, and telephone SEN advice services. The post holder will be expected to operate in line with our workplace values which are detailed in this document.
- Responsible to:** SENDIASS Programme Manager
- Hours:** 16 hours (flexible covering a minimum of 3 days)
- Salary:** £23,323.79
- Conditions & Benefits** The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal. Normal Association conditions of service apply:
- 25 days annual leave per annum, rising to 28 days after five years continuous service.
  - Contributory pension scheme
  - Paid sickness (following 3 months service)
  - Training and Development
  - Employee Benefit Programme
- Closing Date:** 5<sup>th</sup> January 2025
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service
- Qualifications:** Minimum GCSE English & Maths grade C or equivalents
- Purpose:** To support and assist the SENDIASS team, and wider Family Services, to achieve Rose Road Association's goals and priorities by working accurately and prioritising workload in a busy office environment including call handling on our SENDIASS helplines. The role is based at the Rose Road Association at the Bradbury Centre in Aldermoor Road, Southampton.

## **Main Responsibilities:**

- Responding to calls to SENDIASS helplines and logging details onto our Charity Log recording system.
- Dealing with telephone and email enquiries in a courteous and efficient manner.
- Providing information to parents/carers, children, and young people in relation to education, health, and social care for children and young people with special educational needs and disabilities.
- Maintaining leaflet and publicity stocks, arranging for supplies to be ordered.
- Updating and maintaining SENDIASS websites and social media, to ensure they are accurate and accessible to families.
- Networking with local organisations.
- Attending staff meetings as required.
- Office tasks including printing and postage of documents.
- Maintaining databases and manual filing systems in line with data protection procedures.
- Supporting Programme Manager with service monitoring requirements.
- Other tasks as may be required by management and RRA

## **Knowledge and Skills**

- Demonstrable administration experience in a fast-paced environment.
- An ability to learn new tasks quickly.
- Call handling skills.
- Ability to maintain accurate records.
- Ability to work to deadlines.
- IT Skills: MS Office Suite, Word and Excel essential, with some knowledge of Power point, Publisher and Access.
- Competent keyboard skills.
- An understanding of the issues faced by families with disabled children.

## **Behaviour**

- Strong interpersonal skills – diplomacy, tact, influencing and assertiveness.
- Patient and collaborative approach to problem solving.
- Ability to exercise discretion and ensure confidentiality.
- Ability to work on own initiative, consulting as required.
- Experience of providing excellent levels of customer care.
- Ability to work flexibly to meet the needs of the service.
- Good Communication skills, both written and verbal.
- Flexible and understanding approach to change and development within the Service.
- Modelling Diversity in Practice.

## Person Specification – What we need from you? SENDIASS Administrator

This section outlines the things we need from a SENDIASS Administrator. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
Computer skills including databases, mail merge, spreadsheets, graphs and Microsoft Word, Excel, Outlook and Publisher	
Strong and accurate key board skills	
GCSE English & Maths or equivalent/excellent written English	

Acheivements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Call handling skills	An understanding of the issues facing families with disabled children
Ability to prioritise and organise own work	
To demonstrate an ability to communicate effectively and accurately in a professional manner	
Ability to process information accurately	
Ability to work under pressure in a fast paced team	
To demonstrate a welcoming and effective manner	
To convey the professionalism of the Association at all times	
To be self-motivated	
The ability to maintain confidentiality	
Experienced in providing excellent customer care	

Values & Behaviours	
Value	Behaviour Level
We are Trustworthy	1
We are Kind	1
We are Open & Honest	2
We are Forward Thinking	1
We are Professional	2

## Our Values – Why they are so important?

Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

### Values Framework Summary



#### **Our Values:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.

#### **We are Trustworthy**

We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

#### **We are Kind**

We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

#### **We are Open & Honest**

We foster an honest and open-minded culture and are transparent in both our decision making and communication.

#### **We are Forward Thinking**

We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

#### **We are Professional**

Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

#### **Behaviours:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details of the behaviours can be found in the 'Values Framework' document contained within the recruitment pack.