

## **JOB DESCRIPTION**

Job Title: Mainstream School Admissions Placement Officer  
Directorate & Section/Unit: Education & Early Help – School Admissions  
Reporting to: School Admissions Manager  
Management responsibility for (Level 1 Manager and above): NA  
Supervisory responsibility for (Level 1 Supervisor): NA  
Headcount and FTE of staff: NA

Salary Grade: Scale 4  
WCC Management Level: Frontline  
Number of Direct Reports: 0

### **Our People Values:**

Our Vision, Mission, and Values define our reason for being. They are indicators of our direction of travel, to guide services and colleagues.

- Children at our Heart - We will keep children and young people at the heart of everything we do
- Value Family Life - We will support and empower parents to care for their own children well
- Good Education for All - We will value education as the best start in life for all children and young people
- Protection from Harm - We will act in a professional and timely way to protect children from harm

### **Purpose of job:**

- To provide an extensive School Admissions service via a number of access channels to include telephony, face to face, email and internet, accurately recording information and to identify and assist with implementing improvements to the provision of the School Admissions Service to the public.
- Dealing with the very complex nature of co-ordination of admissions and transfer for all Worcestershire residents and all Worcestershire schools at all points of entry to a school, including escalation to Fair Access Panels. With very high standards of accurately recording information.
- To take responsibility for seeking resolution of customer queries that may arise as a result of a school application and minimise days lost to education. Communicating with parents, acting as parents advocate when liaising and negotiating with head teachers and school staff regarding the admission of sometimes contentious cases. Identifying and providing specialist advice and support in all matters relating to completing applications and ensuring legal requirements are followed.
- To lead on the resolution of more complex queries, requiring investigation from a variety of sources and more detailed problem solving.
- Liaise with staff internally and externally on all matters related to admissions and transfers, offering specialist Admissions advice to SEND, Social Care, Early Years, Virtual School, CME Officers and Exclusions, and other Local Authorities;

**Main Activities & Responsibilities:**

- To deal with parental applications for school admissions and transfers in accordance with the policy of the County Council and other admissions authorities, ensuring a school place is offered within a reasonable timeframe and days lost to education are minimised.
- Ensure that pupil casework meets statutory requirements, is of the highest quality, improves the lived experience of the child, is handled correctly, securely and sensitively.
- To establish, operate and maintain administrative systems for dealing with school admissions and transfers including tracking of applications and keeping waiting lists in a secure and safe way and to proactively contribute to continuous improvements to service.
- To take responsibility for competently and confidently dealing with general and contentious enquiries from members of the public, parents, schools, other agencies or professionals. Providing specialist support and co-ordination between parties with a focus on the lived experience of the child, including taking responsibility for seeking resolution of customer queries.
- To take responsibility for advising and supporting parents in respect of completing applications on-line including seeking solutions for any IT issues. Responsibility for resolving those issues.
- To negotiate with head teachers regarding admissions of additional pupils over the admission number taking into account school organisation, transport and other implications.
- Refer customers where appropriate, to specialist staff, including identifying vulnerable customers where a referral may be helpful.
- To liaise with appropriate SEN case workers to ensure a school place is offered to pupils with EHCP's.
- To liaise with appropriate social workers with regard to the placement of 'Looked after Children' to ensure places are offered in a timely manner, challenging schools on decisions where appropriate.
- To assist with the publication of information to schools and parents related to admissions and transfers and ensure appropriate distribution of information to schools, parents and other agencies.
- Work collaboratively with staff in other agencies internally and externally on matters related to admissions, offering the necessary specialist advice and support.
- To collate and assist Senior Officers with the preparation of information for Appeal Hearings.
- To collate and assist in the preparation of reports concerning admission matters.
- To ensure compliance with legislation, government policy, initiatives and guidance in relation to admissions and appeals.

**Generic Accountabilities:**

- Ensure that service delivery meets with Our People Vision.
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

**Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers.

**Additional Information:**

- Worcestershire County Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

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Date: 30/11/2020

Date of grading confirmation: 07/12/2020