

Job Capsule Supplementary Information: Education Support Officer (Virtual School for Looked After Children)

This supplementary information is for guidance and must be used in conjunction with the Job Capsule for Job Zone 1 Level 3

Camden Way 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To support the effective operational delivery of Virtual School functions, providing high quality, effectively coordinated services that improve educational outcomes for looked after children, previously looked after children, and care leavers.

Example outcomes or objectives that this role will deliver:

- To administer Pupil Premium Plus funding in accordance with Virtual School policies and procedures
- Virtual School finance support
- To extract, process and disseminate data held on various systems (including Business Objects, MOSAIC reports, e-PEP Online, and the Welfare Call Portal), in accordance with the Virtual School's reporting cycle
- To support the Virtual School Operations Manager with complex data collection and information gathering tasks
- To coordinate supplementary tuition and alternative education provision for looked after children and maintain accurate records
- To act as an 'e-PEP online' system administrator
- To develop, coordinate and support Virtual School participation and enrichment activities
- To support Virtual School communications activity
- To organise the annual achievement awards ceremony for looked after children
- To support with the coordination of Virtual School training courses/events as required
- To provide administrative and minute taking support for Virtual School meetings
- To suggest process improvements and support continuous service development
- To coordinate and support projects and initiatives as directed by line manager; ensuring all deadlines are met and all initiatives run smoothly.

People Management Responsibilities:

None

Relationships;

Key contacts will include:

- Internal: Other Family Support and Social Work teams; Admissions; Inclusion; SEN & EPS; Connexions; Research and Management Information Team (RMIT); Children's Quality Assurance Unit; CSF Strategy and Improvement;); service users (looked after children and young people & their foster carers/residential keyworkers)
- External: Schools, colleges and alternative education providers (both in Camden and out of borough); other local authorities' education departments (Admissions/Inclusion/SEN/EPS/Connexions) partner organisations; agencies including the Department for Education and Ofsted, supplementary tuition providers
- The postholder will be required to work closely with the Head of the Virtual School for LAC and to liaise with senior managers on a regular basis.

Work Environment:

- The postholder will be required to visit LB Camden offices across the Borough but will be primarily based at the Crowndale Centre where he/she will be required to work within an open-plan agile working environment.
- The post holder will often need to balance competing demands and be able to prioritise their work and arrange support.
- The post holder is required to work flexibly, be self-motivating and work under their own initiative or with light touch supervision to meet individual work targets and the priority demands of the team.
- The post holder will be expected to work within and across various teams and projects throughout the directorate and the wider council

Technical Knowledge and Experience:

- Excellent organisational skills and ability to manage a complex and varied workload; including the ability to prioritise work, meet deadlines and adhere to timescales
- Evidence of consistent skill in working accurately and methodically, with excellent attention to detail.
- Experience of organising events and supporting projects and programmes

- Ability & willingness to undertake a wide range of administrative duties
- High level of customer care, consistency and reliability with regard to both internal and external customers.
- Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy
- Ability to work on own initiative and with minimal supervision
- Ability to identify improvements to processes and systems
- Ability to learn new areas of work in a short space of time and be flexible and adaptable.
- Ability to deal sensitively and discretely with confidential matters.
- Evidence of recent training and achievement

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)