***SEND and You provides the Special Educational Needs and Disability (SENDIAS) Service in Bristol, North Somerset and South Gloucestershire. We provide free, confidential and impartial advice to children, young people and their parents.***

**Section 1 – Job Identification**

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| Job title : |  | Reports to: |
| Information, Advice and Support Line Practitioner |  | IAS Line Coordinator |

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| Place of work | Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB |
| Hours of work | 16 hours a week, worked over four days - 9.30am-1.30pm. Some flexibility may be needed occasionally to attend team meetings or training. |
| Salary | Band 1 Point 7 SAY Payscale 2024-2025 - £22,369 per annum, proa rata to start. Move to Band 2 (8-11) upon successful completion of IPSEA training and satisfactory probationary period. £22,777 - £24,054 per annum, pro rata |

**Section 2 – People and finance responsibilities**

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| Direct Reports | None |
| Indirect Reports | None |
| Direct Finance | N/A |
| Indirect Finance | N/A |

**Section 3 – Job Purpose**

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| Information, Advice and Support Line Worker |
| 1. To respond appropriately and efficiently to enquiries through the Information, Advice and Support line. 2. To ensure all individual child, young person, parent and professional enquiries are dealt with appropriately. This may include face-to-face office-based or virtual meetings with service users, as agreed with, and with the support of, the IAS Line Coordinator/Internal Strategic Lead |

**Section 4 – Key Accountabilities**

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| Responsibilities and Tasks |
| 1. To answer the Information, Advice & Support line telephone and email enquiries. 2. To maintain appropriate electronic records and paperwork using a secure Data management system. 3. To liaise with the relevant Local Area Staff about individual child, young person and parent enquiries when necessary. 4. To be involved in the maintenance and updating of information for service users. 5. To perform administration duties to support the office management team if necessary. 6. To attend relevant training and staff meetings as agreed with the Head of Service. 7. To extend the work of SEND and You or undertake other such duties, as agreed with the Head of Service. 8. To perform such other duties appropriate to the post as shall be agreed from time to time. 9. To attend surgeries and to support Local Area work in the facilitation of these meetings or to attend other meetings or settings, as agreed in advance with the Internal / External Strategic Lead.  Some of these may occasionally take place in the evening. 10. From time to time to attend trustee meetings to report back to Trustees as and when required. |

**Section 5 – Person Specification**

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| Qualifications | Essential | Desirable |
| 5 GCSE or equivalent passes, Grades A-C including Maths and English Language are essential. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| A levels or equivalent. |  | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |
| Evidence of continuing education / professional development. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Experience | Essential | Desirable |
| Experience/knowledge of SEND. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Working knowledge of Microsoft Office. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Understanding of issues faced by individual children, young people who have Special Educational Needs/Disabilities (SEND) and their parents is essential. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Experience of working directly with the public. |  | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |
| Skills / Abilities | Essential | Desirable |
| Understanding of the importance of confidentiality, equalities and safeguarding issues. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Good interpersonal skills and the ability to communicate with a wide variety of people. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Ability to use own initiative with a flexible approach to work. | Tick Symbol Images, Stock Photos & Vectors | Shutterstock |  |
| Specific details | | |
| * Attaining the IPSEA Level 3 legal training on SEND processes and procedures is essential. * Occasional evening working may be required. * The role requires an enhanced DBS check. | | |

**Section 6 – Signatures**

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| Signature: Date: | | |
| Job Holder: |  |  |
| Manager of Job Holder: |  |  |