

Job Description

Barking & Dagenham's school admissions team allocates school places to all children and young people in the borough across reception to year 11 year groups. An opportunity has arisen to join the School Admissions team in the London Borough of Barking and Dagenham. Working in a busy team.

You will investigate and prepare responses for Admissions appeals and complaints in respect of admissions decisions. You will provide administrative support to the casework team to ensure effective delivery of a high-quality admissions service for hard to place and vulnerable children, young people and their families.

The post holder will be responsible for working closely with schools, and other internal and external agencies and providing advice to parents and information to managers.

The Borough's core values - DRIVE.

Deliver our best every day – and do what we promise

Respond in a prompt, positive way to our community's needs

Inspire others with our attitudes and actions

Value people for who they are and what they can do

Engage with others to improve our resilience and flexibility Particularly welcomes applicants who live in the Borough of Barking and Dagenham

Special Requirements for this Post

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This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including a Disclosure check.

Additional Information

We will be shortlisting with a personal statement only. So please do not upload a CV as these will not be considered.

Job Title:	Admission Officer -Appeals
Grade:	Scale 6
Department:	Education
Division:	School Admissions

Reports to:	Admissions Manager
Responsible for:	School Appeals
Number of Posts Supervised/ Managed:	none

Job Purpose

Under the Education Act the Council acts as the Admissions Authority where they co-ordinate the process of applying and allocating a school place of every pupil or young person that wants one in Barking and Dagenham schools.

When an Admissions Authority is unable to offer a pupil or young person a particular school of choice, under the Admissions code the parent or carer has the right to appeal to an independent appeal panel. Here, the Council acting as the Admissions Authority has to defend its decision to decline a place.

The Council receive complaints from parents and carers as well as enquires from Members of Parliament and local Councillor's which have to be responded in a timely manner.

Under the direction of the Admissions Manager, the post holder is responsible for the day to day management and provision of procedures to enable the Council to defend its decision at the Independent Appeals Panel and to respond to complaints and enquiries received.

Investigate and prepare responses for Admissions Management to Stage One complaints and other correspondence received from parents, MPs, Counsellors and others in respect of admissions decisions.

Provide administrative support to the casework team to ensure effective delivery of a high-quality admissions service for hard to place and vulnerable children, young people and their families.

Specific Accountabilities of the Role

The Post holder will be responsible for investigating a pupil's application which has given rise to the individual appeal, complaint or enquiry. For appeals, to collate information, and to prepare the appeal statement in readiness for the Independent Appeals Panel which would include presenting the case.

For complaints and enquires to investigate the pupils application and case history in order to prepare formal responses on behalf of the Admissions Manager.

- To ensure that documentation for all Admission Appeals on behalf of the Director of Education is provided to Democratic Services appropriately within agreed procedures.
- Responsibility for day-to-day business requirements of the school appeals admissions process within the School Admissions team to ensure all appeals

submitted are processed in accordance with legislation and set statutory timescales.

- Maintain a working Knowledge of the legal framework relating to admissions and appeals, ensuring that the council's published arrangements and
- Participate in consultations on admissions arrangements as appropriate.
- Provide highly accurate data according to published deadlines for the Admissions Manager, Independent School Admission Appeal hearings, headteachers, the councils pupil placement planning teams and the Department for Education.
- To respond professionally to outside agency requests both verbally and written and ensure the Admissions Manager is kept updated on any urgent issues/ malpractice/ complaints as they arise.
- Identify, investigate, prepare information surrounding vulnerable and hard to place children and young people and their families for the casework team regarding children to be processed under the statutory requirement of the Fair Access Protocol.
- Build and sustain excellent relationships with headteachers, senior teachers and similar senior colleagues in other council departments as well as outside agencies, eg FAP, CME, Attendance, MASH, Private Fostering, the Home Office etc.
- Provide assistance in person to parents so that they may complete online applications.
- Maintain appropriate up to date filing systems and record keeping for school admission appeals.
- To participate in cross training within the Admissions team ensuring an all-round knowledge of admission both In Year and Cohort so to provide additional resource if directed by the Admissions Manager.

Statutory requirements

Admissions Code 2014

General Accountabilities and Responsibilities

Customer Care

Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council

Project management

Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.

General Accountabilities and Responsibilities (All roles)

- Ensure compliance with appropriate legislation, Council Policies, the Council Constitution (including Contract Rules, Financial Regulations and Rules, Employment Procedure Rules, Employees' Code of Conduct), Information Security Policies, Social Media Policy and other requirements of the Council.
- Ensure high standards of records management and assume responsibility for all information assigned to the post.
- Promote the development of a high quality individual need led service, to comply at all times with the Council's policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety.
- Ensure compliance with and actively promote the Council's Equalities and Diversity policies and strategies and comply with the Equality Act 2010.
- Ensure compliance with and actively promote Health and Safety at work legislation, Council and Service H&S policies and procedures.
- Comply with the competencies and standard requisites agreed by the Council as relevant to your post.
- Comply with the General Data Protection Regulation and Data Protection Act 2018 (DPA 2018) (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
- Take responsibility for continuing self-development and participate in training and development activities.

The above mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

Person Specification Template

Post Title	Admissions Officer Appeals	Grade	Scale 6
Section, Division	Admissions	Date of Person Specification	Nov 19

Job Requirements		Criteria (E or D)	Method of Assessment	Job Requirements		Criteria (E or D)	Method of Assessment
Education, Training and Qualifications	GCSE grades 9-4 or equivalent in English and Mathematics.	E	A/I	Knowledge, Skills and Experience	Knowledge and experience of working within a pupil admissions or similar education service	E	AF/I
	Sound knowledge of Microsoft Office packages to an intermediate level	E	A/I		The ability to produce clear documents.	E	AF
	Evidence of training	D	A/I		Ability to use Microsoft packages word, excel and databases	E	AF/T
	Working knowledge of the Admissions and Appeals code	D	A/I		High level of literacy and report writing skills.	E	AF/T
	Taking responsibility for continuing self-development, maintaining a skill set appropriate to the technology and procedures.	D	A/I		Ability to manage enquiries from a diverse community and schools regarding admissions	E	AF/I
					Ability to interoperate with		

					team members	E	AF/I
Communication, Contacts and Relationships	Ability to manage enquiries from a diverse community and schools regarding pupil admissions	E	AF/I	Equalities and Diversity	Demonstrates an understanding of equalities and respects diversity.	E	
Creativity and Innovation				Resources, data protection and information governance.	Data protection awareness	E	AF/I
					Awareness of the importance of confidentiality.	E	AF/I
Supervision / Management of People				Work Demands and Decisions			
Any additional factors e.g. specialist “know how”							
Criteria	E - Essential			Method of Assessment	AF - Application Form		
	D - Desirable				C - Assessment Centre		
	DWP “Disability Confident Employer” Accreditation Applicants with a disability or impairment will be shortlisted for interview if they meet the minimum (essential) criteria for the job.				I - Interview		
	Armed Forces Community Covenant All personnel and veterans who have left the armed forces within the last 24 months will be offered an interview if they meet the minimum (essential) criteria for the job.				T - Test		
					W - Workplace Assessment or job trial		
					O - Other (please detail below)		

Barking and Dagenham Council employees



Deliver

I get the basics right and keep learning to develop my skills.

I work with my team and others to get things done, and never leave a problem unsolved.

I am responsible for my actions, make decisions and can explain why I made them.



Respond

I am professional and polite in every contact I have with residents and customers, leaving them always with a good impression of the council.



Inspire

I see it as my personal responsibility to maximise the satisfaction of customers; treating customers fairly, professionally and transparently.

I take pride in my work, and represent the council in a positive way, sending the right message to residents, customers and partners in the way I communicate and behave.



Value

I understand my contribution and the part I play to change the borough for the better.



Engage

I speak up constructively and with respect when I think things need to improve.