

Job Description

Job Title: Pan London Liaison and Pupil Benefits Officer	Department: Children and Young People's Services
Division/Section: Access and Infrastructure Service Education Access Group	Job Number: NEW POST 7276A
Grade: S02	Date last updated: May 2024

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

1. To be a key member of Education Access Group, ensuring it meets its statutory, Pan London and local objectives and adds value to work across CYPS.
2. To be the local authority's operational lead officer for Pan London admissions data exchange processes, in partnership with all London Borough and the Home Counties, through the management of ADT, ALT and AOT pupil files.
3. To deliver accurate and effective first line support for eAdmissions users and the Pan London Register. Being the local authority's liaison partnership officer for the Pan London procedures and advisor for residents and schools using the eAdmissions portal.

3. To be responsible for the technical daily upload of applications to the education management information system through the admissions 'Hub'. Including data matching and end to end checks to ensure the accuracy and integrity of pupil records.
4. Ensuring there is no barrier to the educational journey of vulnerable pupils, by applying expert knowledge of admissions pathways to deliver accurate and appropriate referrals.
5. To deliver accurate complex data processing in line with statutory guidance and local policies to ensure the ongoing quality and integrity of data held on the Education Management Information System across all modules.
6. To determine free school meal eligibility using Department for Education and Department for Work and Pensions guidance.
7. To deliver administrative support to the independent clerk for admission appeals and the independent panel (community volunteers).

Job Context

1. The post holder reports to School admissions and appeals team leader.
2. The post holder has no line management responsibility
3. The post holder has no budget responsibility.
4. Work in close partnership for the majority of the school year with other London boroughs and the Home Counties.
5. The post holder may be required to occasional work evenings and, weekends, in order to meet the needs of the service.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended, to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

Principal accountabilities

- Operational delivery co-lead for the Pan London and Home Counties school admissions data exchange (representing Newham at Pan London stakeholder meeting).
- Operational delivery co-lead for the creation, quality control and diagnostic analysis of secure pupil data transfer XML files for the Pan London data exchange cohorts and performing data validation checks.
- Working in close daily partnership with our internal school admissions team and teams from all London boroughs, the Home Counties and local authorities across England and Wales to co-ordinate the annual normal admissions statutory process to ensure accuracy and compliance to meet legislation and local procedures.

- Applying technical knowledge and understanding of intermediate level Microsoft Excel and other reporting tools to design and oversee the data quality checking process for schools admissions to ensure and evidence the accuracy of the data for the team leader and senior managers.
- Partnership working with LGFL (supplier of Pan London register) to deliver the Pan London business as usual and testing to ensure reliable technical delivery and procedural compliance in both live and test environments, as well as the integrity of file structures to meet the requirements of the Department for Education's schema.
- Liaison with a wide range of stakeholders, including residents, to obtain, verify and collate pupil information to ensure the accuracy of the data on all applications (school admissions, appeals and free school meals) and in our MIS and the PAN London register.
- Liaise with BSMI and support social care to ensure vulnerable families have the required knowledge and skills (using online tools and other systems) to meet statutory and local deadlines for school, appeals and free school meal applications so no child is without a suitable education or their benefit entitlements.
- Making use of the full suite of council systems (including basic data warehouse checks) to interrogate discrepancies and ambiguities in pupil and application information to ensure the integrity, fairness, compliance and transparency of a wide range of statutory processes, resulting in the most appropriate outcomes for all stakeholders, including families and schools. (this would include a full understanding of all the data sets held in the council's data warehouse that could support more in-depth interrogations).
- Managing parallel work streams to deliver a wide range of statutory duties with conflicting milestones and deadlines. Determining the appropriate times to liaise proactively with the team leader or group manager to agree priorities.
- Working in the local hub data to release in year application for processing, using data matching techniques and demonstrating an understanding of the end to end data flow process (this would include the technical trouble shooting relating to failed outputs by interpreting the output messages with diagnostic skills to support ICT's understanding of the level of support required).
- Demonstrate detailed knowledge of a diverse range of complex statutory requirements in the daily processing of applications including:
 - Stand-alone and in year integrated free school meal claim applications using Department for Work and Pensions and Home Office datasets to determine eligibility.
 - Independent appeal applications using Department for Education statutory guidance.
 - In-year school applications using Department for Education statutory guidance and local protocols.
 (this would include the manual processing of Home Office No Recourse to Public Funds Free school meal applications).
- Reviewing school application for the early identification of vulnerable pupils for urgent referral to the Principal Admissions Officer responsible SEN/Medical and Disability.

- Any other duties as directed by the Head of Service, Group Manager Education Access, or Education Access Team Leaders.

Personal Effectiveness

- Deal promptly with all matters requiring the post holder's personal attention.
- Be fully conversant with relevant statutory provisions, non-statutory guidance and the local protocols and processes relating to school admissions, school appeals & free school meals.
- Develop the full range of customer service and ICT skills and knowledge to satisfy the requirements of the post.
- Establish and develop effective working relationships and productive partnerships with all the relevant agencies, including maintained and state funded independent schools.
- Regularly review personal working practices and processes to ensure you maximise the use of new technology and are providing efficient and effective delivery of services to internal and external customers.
- Keep a tidy work area and ensure desks and shared areas are well organised
- Positively promote the Council and all officers at all times.
- Present a professional appearance and attitude at all times.
- Adhere to the Council Policies at all times and apply in a practical way as required.
- Regularly review personal working practices and processes to ensure you maximise the use of new technology and are providing efficient and effective delivery of services to internal and external customers.
- Ensure that a high level of customer service is provided to parents and that emails, telephone calls, correspondence, complaints and referrals are responded to within the Council's standards and within GDPR guidelines.
- Report any GDPR concerns or regulation/protocol breaches using appropriate Council and Team procedures
- Report any potential safeguarding concerns or regulation/protocol breaches using appropriate Council and Team procedures

Person Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to all three roles. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
KNOWLEDGE: XML, ADT, ALT, AOT file structures and how to share, send, read and amend. Intermediate Microsoft Excel. Education Management information systems. Detailed operational knowledge of Department for Education's statutory guidance for School Admissions, Independent Appeals and Free School Meals regulations. Detailed operational knowledge of Pan London admissions schemes and protocols	For all Application Form/ Interview

A good understanding of the risks of poor data quality and integrity in the outcomes for children and young people. A broad understanding of statutory and non-statutory guidance relating to: - Children Missing Education, Working Together to Improve School Attendance, and SEND regulations and how these relate to school admissions, appeals and free school meals admissions officer role. Understanding of Mayoral Priorities and their impact on children, families and schools. Understanding of Children and Young People's corporate strategy or visions. A demonstrable understanding of Equal Opportunities policies especially for vulnerable children.	
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QUALIFICATIONS: High standard of literacy and numeracy - GCSE Grade A to C in Maths and English Language or equivalent.	Application Form
EXPERIENCE: Substantial and demonstrable use of education management information systems. Using XML files to share information with a wide range of internal and external stakeholders. Using Microsoft Excel to present complex datasets for use by senior managers and schools. Substantial and demonstrable administrative experience of working in a pressurised office environment Demonstrable experience of dealing with a wide and diverse internal and external customer base including those at senior level Demonstrable ability to carry out a basic assessment of education needs using resident and non-resident applications,	For all Application Form/ Interview

Demonstrable problem solving skills with the ability to identify areas of concern and continually develop ideas to positively enhance the customer experience. Demonstrable experience of identifying customers' needs using limited indicators. Demonstrable experience of dealing with challenging internal, external customers and residents. Demonstrable experience of working in a politically sensitive service. Demonstrable experience of working to statutory and local targets. Demonstrable experience of performing accurate data entry from wide range of complex sources. Demonstrable experience of preparing detailed accurate responses to email enquiries, face to face, telephone and in writing Demonstrable experience of dealing directly with a wide range of co-workers and building strong working partnerships with these and other internal and external customers.	
SKILLS AND ABILITIES: Required: Literacy and writing skills – emails and other correspondence Ability to deliver complex advice/ guidance and appropriately adapt communication method for different audiences. Strong interpersonal skills with ability to form relationships of trust – both inside and out of the Council Intermediate or above user of full Microsoft Suite, Outlook and Oracle Databases • Strong Data inputting and data accuracy skills • High standard of numeracy, literacy and intermediate to advanced ICT • Intermediate Excel skills as a minimum • Ability to manipulate & present basic spreadsheets • Ability to develop and sustain partnerships across teams.	For all Application Form/ Interview/Test)

• Ability to be an effective advocate for, and representative of, the Council. • Ability to write in a clear & concise manner for both internal & public audiences Desirable: SQL Advanced Excel Skills Basic understanding of relational databases	
PERSONAL STYLE AND BEHAVIOUR: Polite, clear and courteous Confident to communicate with schools visit schools and other local authorities. Ability to deliver complex advice/ guidance and appropriately adapt communication method for different audiences.	Interview
OTHER SPECIAL REQUIREMENTS: Willingness and ability to work occasional evenings and weekends Position is currently based at Newham Dockside but role can require regular visits to schools and other Local Authorities	Interview