

Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

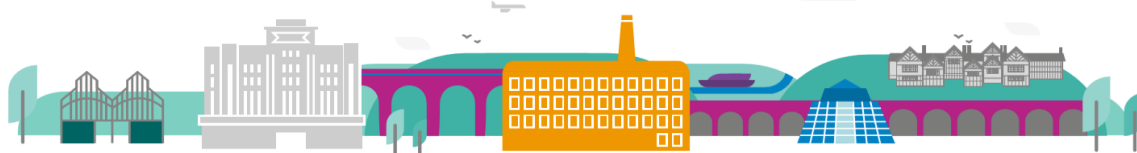
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Business Support Assistant

Service Area:

Education, Health and Care Plan Service (EHCP)

Directorate:

Childrens Service

Salary Grade:

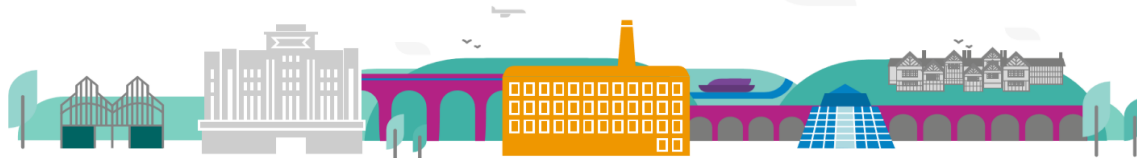
Scale 3

Main Purpose of the Job

The Business Support Assistant plays a vital role in supporting the EHCP Team's statutory functions. By providing efficient administrative support, managing documentation and correspondence, and maintaining accurate case records.

Key Responsibilities

- Being the first point of contact for the service, providing a professional, effective and welcoming reception or meet and greet, call handling, electronic/postal/fax mail receipt, tracking, signposting and response.
- Using your general business knowledge and computer skills to provide service specific information including signposting to other appropriate services.
- Supporting the organisation and administration of meetings, taking notes at formal meetings and updating systems with agreed actions as appropriate.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- Provide comprehensive administrative support to EHCP Coordinators and the wider SEND Team.
- Manage incoming correspondence, emails and telephone enquiries from parents, schools, professionals and partner agencies.
- Maintain accurate records and update case management systems in line with data protection requirements.
- Prepare and distribute statutory documentation, reports and meeting papers.
- Arrange meetings, including recording actions and outcomes where required.
- Monitor shared inboxes and ensure enquiries are responded to in a timely manner.
- Support the tracking of statutory timescales and deadlines to ensure legal compliance.



- Process incoming information from education, health and social care professionals.
- Undertake general administrative duties including filing, scanning, document production and data entry.

Additional Information

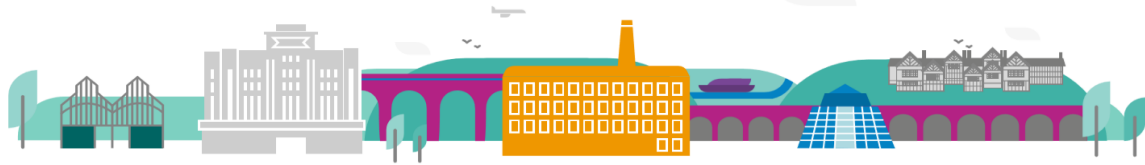
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be considered and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from one of the Council's sites.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Experience of working flexibly across teams to support projects and activities
- Experience of collating data and information and understand the importance of confidentiality and data protection.
- Experience of providing effective customer service
- Experience of following procedures, guidance or frameworks
- Ability to work collaboratively with colleagues to achieve positive outcomes



- Excellent keyboard skills
- Excellent organisational skills
- Ability to interpret information
- Demonstrate strong verbal and written communication skills
- Be able to prioritise workloads and meet deadlines in a fast-paced environment.
- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate
- Be confident using Microsoft Office applications, including Outlook, Word and Excel.