
Your job

Job Title: SEND Operational Support Assistant

Service: Special Educational Needs Team

Grade: G4

Reporting to: SEND Business Manager

The SENDS Support Hub delivers a high quality and effective service to support operational colleagues in the Special Educational Needs and Disability Team. You will be part of a team based at Wigan Life Centre (South), delivering a high standard of customer care to service users, colleagues and other professionals. You will have energy and drive in helping the organisation move forward, working with colleagues across the council to achieve the best outcomes in a seamless way.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

- Develop an understanding of Special Educational Needs and Disability Service both within the team and across the Council.
- Work to statutory deadlines and prioritise work to meet conflicting demands

On an ongoing basis you will:

- Have responsibility for the administrative support within the Special Educational Needs and Disability Service and assist other administrative colleagues when required.
- Confidentially input and extract information by effectively and efficiently navigating the Capita One record system and using Microsoft Office applications.
- Prepare and distribute paperwork for Panel meetings, and produce clear, concise minutes.
- Distribute the team mail on a daily/rota basis.
- Deliver a high standard of customer service in person, over the telephone and via email, ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
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In this job you will need:

You must be able to demonstrate the following essential requirements:

- NVQ 2 in Administration, or equivalent qualification or the ability to demonstrate a similar level of knowledge, skills and experience.
- Excellent communication and customer care skills.
- Good IT skills using Microsoft Office applications and the willingness to learn and absorb new data systems.
- Ability to work using own initiative or within a team framework.
- Have a clear understanding of Confidentiality and Data Protection.
- Flexibility to support a range of different work projects.
- Prepare and distribute paperwork for Panel meetings, and produce clear, concise minutes

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”