

Job Description

School Admissions & Transport Officer

Role Profile

Service/Team	Children's Services, School Admissions Team
Reports to	Admissions Services Team Leader
Responsible for	Not responsible for other officers within the team
Number of posts	
Post number	111026
Career Grade	E

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring that families are supported through the processes for school admissions and home to school transport assistance and children have access to a local school place.

Job Overview

Working as part of an Admissions and Transport Team, the postholder will apply and follow school admission and home to school transport eligibility policies and processes to ensure children and families have access to a local school place.

Key Responsibilities

- Responsible for providing access to school places by implementing the school admission process in accordance with current legislation, DFE guidance, circulars and the council's co-ordinated admission arrangements.
- Ensuring that applications for school places, received throughout the year, particularly in year applications from vulnerable families, for example Ukrainian refugees, are identified and relevant processes are followed.
- Responsible for assessing home to school transport applications for assistance with the costs of travel for eligible children against local and national policy criteria and implementing the home to school transport eligibility process. Including the measurement of appropriate routes using Geographic Information Systems (GIS), compiling and checking information required to assess eligibility, assessing eligibility of applicants, producing outcome letters and providing advice and guidance to parents/carers, local school partners and other agencies.
- Supporting parents/carers, local school partners and other agencies by answering queries and providing advice relating to school admissions, current legislation and appeals processes.
- Assist in the provision of home to school transport for pupils who are eligible under the Council policy and associated legislation.
- Provide support to organise meetings including logging requests received, compilation and distribution of paperwork. Keeping accurate notes of discussions and decisions made at meetings.

- Contribute to the revision and production of literature to support the admission and home to school transport assistance processes in the Bournemouth, Christchurch and Poole area.

Specific Qualities and Experience

- Minimum of two A levels or NVQ 2/3 in Business Administration (or equivalent experience)
- Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role.
- Experience of providing administrative support in a busy office environment.
- Experience of liaising with members of the public and staff from all levels of an organisation and providing a high standard of customer care.
- Ability to analyse, compile and present information in various formats including statistical information, reports and meeting notes.
- Prepare engaging presentations using a clear brief.
- Be able to organise meetings including logging requests received, compilation and distribution of paperwork. Keeping accurate notes of discussions and decisions made at meetings.
- Experience of diary management for senior officers.
- Attention to detail with the ability to proofread.

Personal Qualities and Attributes

- Excellent organisational and administrative skills, including the ability to plan and prioritise workloads, including the prioritisation of some non-standard tasks, work accurately, be organised under pressure, work to tight deadlines and be able to be resilient to the demands of the role.
- Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience.
- Strong commitment to customer care and in delivering high quality services. Good communicator with proven face to face, written and verbal communication skills. Ability to communicate in a calm and professional way in pressurised situations.
- Sensitive to the issues facing customers and agencies who are requesting services, help or information. Excellent interpersonal skills including the ability to explain complex processes and to assist customers with tact and diplomacy and develop solutions to a range of practical problems.
- Ability to build supportive, positive and trusting relationships with others, working effectively as part of a team, contributing to, and celebrating successes.
- Ability to work within established processes and procedures and to make decisions using criteria and policy.
- Ability to use own initiative and be able to recognise when it is appropriate to refer matters to a manager.
- Ability to encourage and listen to new ideas from everyone and be positive about change.
- Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour. Ability to share openly and feedback in a constructive manner.
- Commitment to appreciate diversity in both customers and colleagues and consider their specific needs and sensitive to the issues facing customers who are requesting services, help or information.

- Ability to handle sensitive and confidential issues with discretion.
- Be prepared to undertake training as required.
- Have a flexible approach to working hours to meet the requirements of the service when necessary.

Job Requirements

- Basic DBS check.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.