

### **School Appeals:**

Supporting the Clerks to the Independent Appeals Panels and the school appeals process, including:

- Liaising with Panel Members to book them for hearings.
- Making all necessary arrangements for the appeal to be heard including booking venues and refreshments, sending out invitation letters to parents and ensuring any additional information is forwarded to the appropriate parties.
- Organising and maintaining filing systems.
- Assisting with technical support at virtual appeals and telephoning parents prior to appeals to advise on the process for their appeal hearing
- Keeping accurate records of appeals submitted and subsequent outcomes.
- Processing claims for expenses.

### **Dealing with the Public:**

Answering queries from the public about governance related matters, petitions and school appeals, signposting queries to the relevant officer/department and following up where required.

### **Service Business Support:**

Support to colleagues within the Service such as arranging meetings and travel, placing orders in SAP and using a purchase card, ensuring equipment and stationery levels are monitored and replenished.