

A Day in the Life.....

Business Support Officer/Manager – Grade 7 (Educational Psychology & Early Years SEND Support)

Educational Psychology & Early Years SEND Support provides advice and guidance to parents, pre-school settings, schools and further education settings for children and young people with Special Educational Needs aged 0 to 25 years.

The Service is made up of:

- Educational Psychologists – working to support children and young people in pre-schools, schools and further education and providing statutory advice to the Local Authority as part of an Education, Health and Care needs assessment where necessary.
- Early Years SEND Support – working with children and parents at home, in pre-school settings and reception to support and advise on children's Special Educational Needs.

This post is based at Empire House in Dewsbury and forms part of a small team of Business Support Officers providing administrative support to the peripatetic Educational Psychologists and Early Years SEND professionals.

We strive to provide the most efficient, effective and professional support to both service users and service staff.

This role will primarily be related to the training and development offer delivered to schools, colleges and early years settings, although there will also be other elements of general admin related to the service.

Below is just a flavour of the types of things you will be involved in:

- Supporting Senior Managers in all aspects of administration of the training events
- Work with partners such as South West Yorkshire Partnership ensuring requirements are met
- Have an overview of all training provided by the service identifying and resolving issues and ensuring efficient and effective working practices
- Liaise with trainers, attendees and Business Solutions on all matters relating to training events
- Provide a positive experience for delegates attending training courses by ensuring everything is in place for the course to run smoothly including ensuring venues, equipment and refreshments are booked and materials are in place.
- Work collaboratively with team members to ensure the efficient running of training events
- Deal with delegate queries
- Provide evaluation forms and certificates for delegates
- Use of software packages to import, store, monitor and update data, ensuring accuracy whilst adhering to data protection at all times.
- Deal with cancellations of courses, ensuring delegates are informed and venues cancelled
- Monitor training delivery and provide statistical information and management reports, developing systems where necessary to ensure they meet any new requirement.
- General admin duties