A Day in the Life…..

Business Support Officer – Grade 6 (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.

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

- Acting as first point of contact for service users, dealing professionally with a wide variety of queries which are often complex and that can be presented with a range of emotions.
- Use of software packages to import, store, monitor and update data, ensuring accuracy and adhering to data protection at all times.
- Supporting fieldwork staff with any queries including IT, casework information, general admin support, booking rooms etc.
- Book rooms for training events, liaise with trainers, attendees and Business Solutions
- Arrange and support panels and meetings.
- Word processing including formatting reports, producing training materials and documents from non-standard originals
- Work collaboratively with team members to ensure processes remain accurate, contributing to developments where necessary
- General administrative duties