**Job Description**

# Section A: Job Profile

## Job Details

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| Job Title: | Child Performance Licensing Officer |
| Salary: | £26,873 - £28,770 per annum FTE, salary will be pro-rata |
| Grade: | 7 |
| Hours: | 22.5/ 3 days per week. We are open to discussions about flexible working one day per week (Wed) in County Hall, Oxford alongside the team |
| Team: | County Attendance Team  |
| Service Area: | Children, Education and Families  |
| Primary Location: | What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process |
| Budget responsibility: | None |
| Responsible to: | Education Inclusion manager |
| Responsible for: | N/A |

## Job Purpose

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| To provide and co-ordinate specific and specialist administration services to The County Attendance Team so that OCC is able to monitor and improve the outcomes for Attendance across the county and meet with statutory requirements. |

## Job Responsibilities

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| * Support The County Attendance Team in implementing and managing processes to ensure the smooth running across the service.
* Be able to work calmly under pressure prioritising competing demands effectively
* Work with the Line Manager and Service Teams to provide administration in relation to operational and service objectives.
* Administer and process penalty notice fine payments in line with statutory requirements.
* Work to identified timelines to ensure delivery of service.
* Use knowledge of external agencies and partners to respond to client and colleague enquiries and request for information, provide information, advice and guidance where appropriate.
* Manage incoming calls for the team: - Answer queries where possible and forward calls or take messages where appropriate.
* Manage Team Inboxes actioning or distributing emails where appropriate
* Working with colleagues to manage content updates to County Attendance Team websites and ensure all material is accurate, up-to-date and relevant.
* Process and input information into the relevant systems and databases ensuring accuracy and security of data and compliance with statutory requirements.
* Organise meetings and provide support ensuring that appointments are realistically planned with regard to timing and venue;
* Participate in continued professional development, both team and personal, in line with supervision and appraisal agreements and service expectations.
* Maintain a current knowledge and awareness of legislation and policy relevant to the service
* Complete safeguarding training in line with OSCB guidance
* Attend all scheduled team meetings.
* Adhere to OCC policy regarding lone working
* Support delivery of identified team objectives
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| * Knowledge of the principles and practice of:
	+ excellent customer service;
	+ appropriate risk management;
* Proven ability to work effectively to deadlines
* Experience and regular use of Microsoft Office applications and the Internet including Word, Excel, Outlook and PowerPoint,
* Experience of handling data and statistics
* Experience of inputting and retrieving data from ICT based record systems
* Ability to communicate complex issues effectively by telephone, in writing, by e-mail and in person
* Ability to handle challenging and sometimes emotional situations and customers
* Methodical and organised approach to tasks, with an eye for detail
* Ability to work calmly under pressure prioritising competing demands effectively
* Initiative, flexibility and ability to handle change
* Ability to produce accurate summaries of meetings, events and conversations
* Ability to attend work regularly and on time including office day for the team at team base
* Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.
* Satisfactory Criminal Records Bureau disclosure
* Ability to travel within Oxfordshire independently and by own transport
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| Desirable Criteria | Assessed By: |
| * knowledge and awareness of legislation, policy, procedure and practice in the field of attendance , elective home educaiton and chid entertainment and employment
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| * Ability to train, support and mentor colleagues
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# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [x]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |