

<b>JOB TITLE</b>	Business Support Assistant – Level 2
<b>TEAM</b>	SEND Business Support
<b>DIRECTORATE</b>	Resources
<b>WORK BASE</b>	County Offices, Lincoln
<b>AUTHOR</b>	NP
<b>DATE OF LAST UPDATE</b>	11/08/25

*This job brief sits alongside the job description for this role.*

**Key Objective** – To provide a high-quality support service to a number of service teams within the Special Educational Needs Service.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
To assist the SEND and Educational Psychology teams in dealing with a number of internal and external customers on their behalf.
To have specific lead roles within business support in supporting the various teams, including tribunals, mediations and exclusions.
To support the Sensory Education Support Team, Specialist Teaching Team, SEND Interim Home Tuition and Shortbreaks (CWD).
To actively process new referrals for the SEND team and uploading the relevant details onto the MOSAIC system, within the required timescales.
To support the ESCO (Early Support Co-ordination) team when required.
Deal with any SARS/Freedom of Information requests.
To keep a log of spend on Locum EP's using a timesheet tracker
Ensuring all relevant information is sent to EP's securely, and timescales are met by using a spreadsheet to keep track of report deadlines
To liaise with parents/schools/Locum EP's on a regular basis
Regularly update the MOSAIC system in line with information updates.
Produce management information in respect of KPIS and other service requirements
To be actively involved in supporting the EHC process
Adherence to the latest Data protection regulations.
To maintain a resource directory on behalf of the Educational Psychology service.
Updating of procedures /processes in line with service requirements.
Records management and ensuring files are stored securely and appropriately, including sending files to offsite storage
Update various tracker systems to determine the progress of various types of requirements and ensure timescales are met eg. Mediations
To undertake any project work as required.
To provide direct support to team managers for one off specific pieces of work.
Yearly checks that HCPC registration and Information Assurance training is up to date
Sending induction emails to new EP's and storing personal information such as contact details and HCPC registration
Responding to EP information requests from SEND assistant case workers
Monitoring team shared inboxes and dealing with queries
Checking, storing and passing on Contract Car Hire Claim Forms to the appropriate team
Processing post on a daily basis, saving in children's files and uploading to mosaic
Keeping contact lists and structure charts up to date and distributing information to the team

To ensure managers and case workers are notified of any complaints, child deaths or youth offending notifications

To support the SCLP, allocations and hub panels, ensuring information is distributed to panel members and decisions are recorded

**THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE**

Provision of high quality support to all internal and external customers

Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint

Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution

Recording, reporting, distribution and collection of mail (where no central team undertaking)

Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures

Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)

Receive routine telephone enquiries, message taking and call re-direction

File maintenance

Filing / electronic filing, Records Management, Subject Access Request

Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)

Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)

Fire Marshall cover (where appropriate)

Record and update sickness database (where no central team undertaking)

Imprest purchasing and petty cash (where no central team undertaking)

Health & Safety support and awareness

General minute taking

Peer training/coaching/mentoring

Induction support

Accommodation / property support to Supervisor (where no central team undertaking)

Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)

Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)

Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature

Equipment maintenance (where no central team undertaking)