

JOB TITLE	Senior Business Support Assistant
TEAM	SEND/Educational Psychology
DIRECTORATE	Resources
WORK BASE	County Offices, Lincoln
AUTHOR	NP
DATE OF LAST UPDATE	11/08/25

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

Key Objective – To assist the Business Support Team Leader with training and day to day workload and assignment allocation of the team.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Supervise workload of SEND and Educational Psychology Business Support
Liaise with SEND Management regarding any new work
Update and distribute weekly trackers monitoring EP capacity
Attend weekly Education, Advice and Information meeting with SEND Team Managers and take notes/record actions
Liaise with agencies and locum EP's
Liaise with SEND/EP BS Managers regarding new work or issues within the team
Provide allocations support/cover to EP management
Record data for EP and SEND
Look to improve SEND/EP BS processes where possible
Implement new tasks and allocate work
Create rotas for SEND post and inbox cover
Update task lists
Meet regularly with SEND/EP Business Support Teams
Assisting with inductions for new team members
Keep track of EP capacity
Monthly catch up with EP manager
Training, coaching and mentoring colleagues
Oversee BS_SEND and EP_Admin inboxes
Monitoring team specific KPI's and reporting to SMT
To provide administrative support to SEND Team

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)