

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Children's Services	SERVICE GROUP: Education Safeguarding
POST TITLE: Service Support Officer	REPORTS TO: Service Support Manager
GRADE: 7	SAP POSITION NUMBER:

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

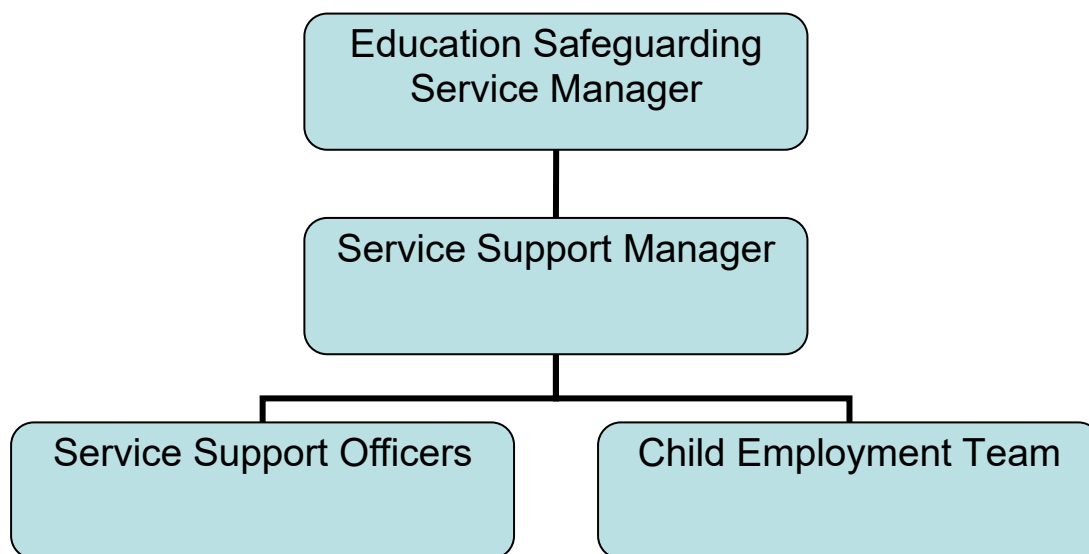
The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
- Administer the attendance support, attendance improvement, penalty notice and prosecution processes and support the child licensing process when necessary. - Liaising with relevant departments and agencies to implement policies and procedures in line with the City of Bradford MDC Local Area Code of Conduct and government legislation regarding school attendance and child licensing. - Be the first point of contact for parents and other agencies to support the delivery of legal policies and processes in relation to attendance.
Main Responsibilities of Post:
- Administer the processes linked to Attendance, and child licencing on occasion. - Be the first point of contact for enquiries in relation to attendance. - Administer the process of issuing penalty notices, outstanding or unpaid fines, payment queries and refunds to ensure further actions are met in the appropriate timeframe When necessary - Issue performance licences for children who reside in the Bradford area, employment permits for children who work in the Bradford area and chaperone licences for those who look after children who perform.

5. **When necessary** - Perform the process of DBS checks and registration for chaperones, including conducting relevant risk assessments.
6. Consistently follow all team administration processes, offering advice to schools, colleagues and other professionals in line with relevant policies, recognising and escalating complex cases.
7. Recognise errors in processes and escalate accordingly.
8. Interrogation of information databases to obtain customer data acting in accordance with Data Protection Act principles and always maintain confidentiality.
9. Logging detailed enquiries appropriately within databases for future reference.
10. Processing telephone payments in line with the Payment Card Industry Data Security Standards, following protocol for logging payments against customer files, printing receipts, retrieving relevant paperwork and ensuring cross checked with team to quality assure.
11. Administer requests for service/intervention via external/internal post, email and online portals, pre-quality checking, responding promptly to any inappropriate or incomplete requests to requestors.
12. Vetting of service requests to ensure appropriate request and quality assure data provided, interrogation of information databases to ascertain supporting data.
13. Data enquiries, sharing, collection and entry on relevant systems, including liaising with other local authorities and schools to share and verify information regarding children involved in performances or employment.
14. Electronic filing of service requests and all associated documents within relevant file(s).
15. To undertake all duties commensurate to the nature and level of the post at initial place of work or at any other venue.

Structure:



Special Knowledge Requirement: Essential for shortlisting

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public, (e.g. in children's centres) – where the person is able to demonstrate that they can during the interview:	X

a) Can express themselves fluently and spontaneously, almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	
Knowledge of a range of complex IT packages relating to area of work, specifically in relation to case recording, corresponding with families/professionals and basic data analysis.	X
Knowledge of working within legal and/or statutory frameworks.	X
Knows and understands how to use, interpret, handle and communicate information.	X
Be able to communicate with members of the public to give sound, clear, concise, consistent advice	X
Knowledge of the importance of correct data entry and the consequences of failing to maintain accurate records.	X
Knowledge of a range of IT packages relating to area of work, specifically in relation to database searches, case recording, and corresponding with families/professionals.	X
Knowledge of child licensing, penalty notice and prosecution processes	X
Demonstrate data protection awareness along with the councils' policies and procedures.	X
Knowledge of how to use payment systems and processes	X
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public to meet either the Lower Threshold or Advanced Threshold level outlined under Special Knowledge above.	
Experience of working in an office environment.	
Experience of working within a Penalty Notice/Legal Enforcement process.	
Experience of using electronic payment systems (i.e. Capita PAYE).	
Relevant professional qualifications requirement: Will be used for shortlisting	
- Level 2 Qualifications in Maths, English and in a subject relevant to Business Administration - Or experience of working within a similar area (i.e. Legal/Enforcement Service Support).	
Core Employee competencies: To be used at the interview stage	
Carries Out Performance Management	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
Communicates Effectively	
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.	
Carries Out Effective Decision Making	
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
Undertakes Structured Problem-Solving Activity	
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical	

solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Working hours reflect that the service is school facing. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
You will require an Enhanced DBS check.		
Compiled by: Alina Tai Date: March 2018 (updated by John Leese March 2026)	Grade Assessment Date: March 2018	Post Grade: 7