



JOB DESCRIPTION

Post:	Cover & SEND Administrator
Hours:	36 per week, Term Time Only
Salary:	Scale 5 points 12-16
Responsible to:	Assistant School Business Leader / SENDCO
Responsible for:	N/A

Job Purpose

To be responsible for the efficient organisation and management of daily, long-term and planned cover for absent teaching staff, ensuring that appropriate staffing arrangements are in place before the start of the school day and that any subsequent changes are managed effectively.

To provide high quality administrative support to the SEND department, working alongside the SEND Administrator and SENDCO to ensure the effective administration of SEND systems, access arrangements, reviews, referrals, records, resources and communication with families and external agencies.

Duties & Responsibilities:

Cover

1. Manage the day to day, long-term and planned cover requirements for absent teaching staff and other agreed staffing needs.
2. Monitor the agreed staff absence reporting arrangements each morning, identify staffing gaps and ensure that appropriate cover is organised in a timely manner.
3. Evaluate the need for cover and respond to emergency or short-notice changes throughout the school day, escalating significant staffing pressures where necessary.
4. Allocate internal cover on a reasonable and equitable basis in accordance with school policy, staff deployment arrangements and relevant legislation.
5. Liaise with supply agencies and other third-party providers to secure suitable agency staff within agreed budgets, procurement arrangements and timescales.
6. Act as the principal point of contact for supply teachers and cover supervisors on arrival, ensuring that they are provided with appropriate information, procedures and safeguarding expectations.
7. Ensure that cover staff receive the necessary lesson information, liaising with teaching departments and relevant staff where required.

8. Prepare, maintain and communicate the teachers' daily cover sheet and ensure that amendments are accurately communicated to staff.
9. Monitor planned absence levels and flag occasions where the agreed level of planned staff absence may be exceeded.
10. Maintain accurate records of cover arrangements, agency usage, internal cover allocation and associated costs.
11. Provide regular management information to the School Business Leader on cover levels, agency expenditure, patterns and emerging issues.
12. Monitor and manage the designated staff absence reporting system or school mobile in accordance with agreed working arrangements.

SEND Administration

1. Provide administrative support to the SEND department, working alongside the SEND Administrator to maintain effective administrative provision across the working week.
2. Act as a point of contact for SEND administration, communicating appropriately with parents, carers, staff, students and external agencies on behalf of the SENDCO and SEND team.
3. Support the administration of identification, assessment, testing and provision arrangements for students with SEND, ensuring that documentation and records are complete and up to date.
4. Undertake the administrative work associated with referrals to CAMHS and other relevant services, including issuing forms to staff and families, collating information, preparing documentation for professional review and signature, submitting referrals and tracking progress.
5. Work with the SENDCO and other designated staff to process and make applications for examination access arrangements, including gathering supporting evidence, completing administrative elements of applications and maintaining accurate records and deadlines.
6. Support the administration and distribution of IEPs, EHCP documentation and other SEND plans, maintaining accurate records and ensuring that relevant information is available to appropriate staff.
7. Maintain manual and computerised SEND records and management information systems, including the SEN register, shared records and confidential documentation, in accordance with GDPR requirements.
8. Liaise with outside agencies to arrange meetings, appointments and provision, and support the coordination of agency timetables and associated documentation.
9. Manage the organisation of designated SEND physical spaces and resources, including laptops, equipment, teaching resources and inventories, ensuring that resources are available, maintained and appropriately allocated.
10. Prepare and maintain rotas for agreed SEND duties, clubs, activities and use of departmental spaces and resources.
11. Support SEND transition arrangements, including liaison with feeder and transfer schools and the receipt, organisation and forwarding of relevant SEND information.
12. Assist with the administration of the SEND departmental budget, ordering and resource monitoring as required.
13. Assist in the implementation of administrative and procedural changes arising from revised SEND guidance, legislation, school policy or examination access arrangement requirements.

General

1. The post-holder must carry out his or her duties with full regard to the School's Health and Safety, Equal Opportunities, GDPR and Safeguarding Policies.
2. The post-holder will participate in the school's performance management process and professional development opportunities.
3. The post-holder should have knowledge of and compliance with all school policies and procedures.
4. To play a full part in the life of the school community, supporting its distinctive mission and ethos, and encouraging and ensuring staff and students adhere to school expectations.
5. The post-holder will perform any such duties as are within the scope and the spirit of the job purpose, the title of the post and its grading.
6. Be responsible for student behaviour and welfare in public places during break, lunch, change of lesson and at the beginning and end of the school day.
7. Participate in professional development opportunities and demonstrate a willingness to develop additional skills and expertise.
8. Keep up to date with current educational developments and legislation affecting the areas of responsibility within the post.
9. Respect the confidential nature of information relating to the school, students, families, staff and external agencies.
10. Treat students, parents, colleagues and visitors fairly, equitably and with dignity and respect.

This job description is subject to regular review and can be amended in line with the pay grade.

Cover & SEND Administrator
NJC Scale 5
Person Specification

1. Experience

- a) Evidence that a range of activities has been undertaken relevant to the job description.
- b) Experience of managing a complex and demanding workload with competing priorities and strict deadlines.
- c) Evidence of being able to use own initiative, exercise sound judgement and work effectively with limited supervision.
- d) Experience of coordinating staffing, cover, rotas, timetables or another comparable fast-moving operational process.
- e) Experience of providing high quality administrative support within SEND, inclusion, education, social care or another service involving confidential casework.
- f) Experience of liaising effectively with parents, staff, external agencies and service providers.
- g) Experience of working with young people in the secondary age range.
- h) Working knowledge of school management information systems, Microsoft Office and Google applications.

2. Education and Training

- a) Appropriate qualifications to include GCSE/RSA/City and Guilds/BTEC/NVQ or suitable alternatives.
- b) A good standard of literacy, numeracy and ICT competence.
- c) Willingness to undertake relevant training in SEND administration, examination access arrangements, safeguarding, school systems and staff cover processes.

3. Skills

- a) Excellent organisational ability and the capacity to prioritise rapidly changing demands.
- b) Excellent communication skills, both oral and written.
- c) Excellent interpersonal skills on the telephone and face to face with adults and students.
- d) Ability to remain calm, accurate and effective when working under pressure and to tight deadlines.
- e) Ability to organise and prioritise own work and manage routine and urgent tasks simultaneously.
- f) Ability to work collaboratively as part of a team and to coordinate the work of others where required.
- g) Ability to maintain confidentiality and handle sensitive information appropriately.
- h) High level of accuracy and attention to detail in record keeping, applications and administrative processes.
- i) Computer literacy across a range of software, with the ability to learn new systems and routines quickly.
- j) Ability to analyse information, identify practical solutions to problems and escalate issues appropriately.
- k) Ability to communicate and negotiate effectively with staff, agencies, parents and external professionals.

- l) Ability to establish and maintain effective administrative systems, records, rotas and tracking processes.

4. Personal Qualities

- a) Good attendance and punctuality, recognising the importance of early morning availability to the daily cover function.
- b) Hard working, flexible and reliable.
- c) Honesty and integrity.
- d) Initiative and a proactive approach to problem solving.
- e) Good personal presentation.
- f) Able to cope under pressure and deal appropriately with stressful or rapidly changing situations.
- g) A genuine commitment to and liking for young people, with high expectations for their progress and welfare.
- h) A desire to be involved in the life of the school generally.
- i) A commitment and willingness to continue one's own professional development and that of colleagues.
- j) An understanding of and commitment to the promotion of equality of opportunity in all aspects of school life.

5. Safeguarding

A demonstrable commitment to ensuring young people stay safe, an understanding of good practice in relation to this and the implications for this post.