LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Senior Business Administrator (Attendance Legal Action)	**Grade:**	SO1
Reports to (Designation):	Attendance Manager	**Grade:**	PO7
Directorate:	CYPS	**Department:**	Access, Inclusion and Participation

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Main Purpose of the job:

Administer high-quality, professional and customer-focused business support across the Attendance, Children Missing Education (CME), Child Licensing and related functions within the Access, Inclusion and Participation Service.

The postholder will play a key role in supporting the delivery of the Council's statutory responsibilities by administering attendance enforcement processes, child performance and chaperone licensing arrangements, Children Missing Education procedures and associated business support functions. This includes maintaining accurate records, processing applications and referrals, coordinating communications, supporting legal processes and ensuring compliance with relevant legislation, policies and procedures.

Summary of Responsibilities and Personal Duties:

Business Support and Administration

1. Provide comprehensive administrative and business support across Attendance, CME, Child Licensing and related service areas.
2. Receive, process and manage incoming and outgoing correspondence, responding to enquiries from schools, parents, partner agencies, service users and professionals and providing information and guidance within agreed procedures.
3. Maintain accurate and up-to-date records, databases and case management systems, ensuring compliance with data protection, information governance and records management requirements.
4. Prepare, collate and distribute reports, letters, forms, presentations, agenda packs, minutes and other service documentation.
5. Organise meetings, panels, conferences, training sessions and service events, including scheduling, coordination, room bookings and note-taking.
6. Support the collection, analysis and reporting of management information, performance data, statutory returns and Freedom of Information requests.
7. Support the induction of new staff and assist with ICT access, equipment requests and related business support functions.
8. Contribute to service improvement initiatives, project work and research activities to support effective service delivery.
9. Make effective use of Microsoft 365, SharePoint, case management systems and other corporate systems, adapting to new technologies and digital ways of working.
10. Order and issue stationery, supplies and equipment, and receive and check deliveries in accordance with approved procedures.
11. Book interpretation and translation services as requested (including liaising with provider).
12. Extract information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements.
13. Provide basic and more complex project management support as requested.

Attendance Legal Processes

1. Receive, assess and administer Penalty Notice referrals in accordance with the National Framework and Lewisham Code of Conduct.

2. Maintain accurate attendance enforcement records and databases, monitor payments and non-payment cases, and support progression to prosecution where required.
3. Administer and coordinate attendance enforcement processes, including Penalty Notices, referrals, court documentation and witness statements, ensuring compliance with statutory procedures and local protocols.
4. Liaise with schools, parents, legal services and internal stakeholders to obtain information, respond to enquiries and support the effective management of attendance cases.
5. Prepare, maintain and quality assure sensitive case files, correspondence, reports and evidence for legal proceedings, ensuring accuracy, confidentiality and compliance with data protection requirements.
6. Support the administration of attendance legal processes, including warning letters, referrals, and associated correspondence.
7. Liaise effectively with schools to obtain and verify attendance information and supporting evidence.
8. Respond to enquiries from parents, carers and schools regarding attendance enforcement processes.
9. Support managers with the preparation and management of case files, reports and legal documentation.
10. Prepare documentation and associated records for Local Authority Final Attendance Panels and related processes.
11. Assist with the administration of payments and reimbursements in accordance with Council financial procedures.
12. Research and collate information to support statutory complaints, legal enquiries, audit requirements and Freedom of Information requests.
13. Coordinate the administration of court dispersals including Education Supervision Orders.

Children Missing Education (CME)

1. Support statutory duties relating to Children Missing Education in line with relevant legislation and guidance.
2. Processing CME referrals, undertaking initial checks and maintaining accurate records on relevant systems, including Synergy and Liquidlogic.
3. Monitoring and progressing CME cases, obtaining and verifying information from schools, parents, local authorities and partner agencies to support the Council's statutory duties.
4. Preparing correspondence and supporting casework relating to CME enquiries, investigations, children removed from roll, Elective Home Education and children moving abroad.
5. Supporting data quality, performance reporting, statutory returns and audit requirements, whilst escalating safeguarding concerns in accordance with Council procedures.
6. Work with colleagues and partner agencies to support effective information sharing and safeguarding procedures.

Child Employment

1. Administer Child Performance Licences, Chaperone Licences and Body of Persons Approvals in accordance with legislation, guidance and local procedures.
2. Arrange interviews, meetings and associated communications relating to licensing applications.
3. Maintain accurate licensing records and ensure statutory timescales are met.
4. Support safeguarding processes associated with child licensing duties and ensured compliance with relevant legislation and guidance.
5. Carry out administrative checks relating to DBS clearances, identification documents, references, medical declarations and safeguarding requirements.
6. Liaise with employers, production companies, schools, parents, chaperones and agents regarding licensing requirements and application progress.

Other Duties

- Comply with all relevant safeguarding, child protection, data protection, information governance, health and safety, equality and other legislative, policy and procedural requirements.
- Support the production of management information, complaints responses, Freedom of Information requests and service reports relating to attendance, child employment and chaperone licensing functions.
- Maintain confidentiality and exercise discretion when handling sensitive information, ensuring compliance with data protection requirements.

- Administer financial processes, including receiving and recording payments, managing charitable grants and arranging payments to families and customers in accordance with Council financial regulations.
- Provide specialist administrative support for the Access, Inclusion and Participation Service, delivering a range of routine and complex tasks that contribute to the effective delivery of statutory services.
- Participate in the Council's Performance Evaluation Scheme and undertake appropriate training and development.
- Promote the Council's values and commitment to equality, diversity, inclusion and environmental sustainability.
- Build and maintain positive working relationships with colleagues, schools, parents, partner agencies and other stakeholders.
- Contribute positively to a supportive, inclusive and high-performing team culture.
- Ensure that highly sensitive information is dealt with appropriately and the services is delivered in accordance with the principles of the Data Protection Act 1998
- Work flexibly across the business support service to provide cover for other officers as required
- Undertake any other duties commensurate with the grade and responsibilities of the post
- Consideration will be given to restructuring the duties of this post for a disabled postholder.

Internal Contacts: These include

External Contacts: This will include

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title	**Grade**	**No. of posts**

Number of partially managed staff:

Title	**Grade**	**No. of posts**

PERSON SPECIFICATION

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Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	**S**
Understanding of how equality and diversity relates to this post	**S**
Commitment to promoting equality, diversity and inclusion.	**S**
Ability to work effectively and respectfully with people from a wide range of backgrounds.	**S**
Understanding of the importance of confidentiality, fairness and inclusive practice.	**S**
Commitment to promoting equality, diversity and inclusion.	**S**
Knowledge	
Administrative and business support processes.	**S**
Customer service principles and practices.	**S**
Information governance and data protection requirements.	**S**
Attendance legislation and enforcement processes.	
Financial administration procedures.	
Administrative and business support processes.	**S**
Customer-focused approach.	
Flexible and adaptable.	**S**
Effective team player.	**S**
Proactive and self-motivated.	**S**
Resilient and able to work under pressure.	**S**
Committed to continuous professional development.	
Reliable, professional and discreet.	**S**
Customer-focused approach.	**S**
Skills **Skills can only be used as shortlisting criteria if the skill is to be tested**	**(To Be Tested – T)**
Strong Microsoft 365 and IT skills.	**ST**
Experience using databases and case management systems.	**ST**
Excellent communication skills, both written and verbal.	**S**
Strong organisational and time management skills.	**S**
Ability to prioritise workloads and manage competing demands.	**S**

Accurate record keeping and reporting skills.	**S**
Strong customer service skills.	**S**
Ability to maintain confidentiality and exercise discretion.	**S**
Uses initiative and problem-solving skills to resolve issues.	**S**
Experience	
Experience of providing administrative or business support in a busy environment.	**S**
Experience of delivering high-quality customer service.	**S**
Experience of records management and maintaining accurate data.	**S**
Experience of handling sensitive and confidential information.	**S**
Experience of working to deadlines and managing competing priorities.	**S**
Experience of working collaboratively with colleagues and stakeholders.	**S**
General Education	
Good standard of education, including English and Mathematics, or equivalent relevant experience	**S**
Personal Qualities	
Customer-focused approach.	**S**
Flexible and adaptable.	**S**
Effective team player.	**S**
Proactive and self-motivated.	**S**
Resilient and able to work under pressure.	**S**
Committed to continuous professional development.	**S**
Reliable, professional and discreet.	**S**
Circumstances	
Able to work flexibly and attend occasional meetings outside normal office hours.	**S**
Physical Generally, candidates must meet the standard Lewisham requirements for the post	

DBS Requirement	Option	Tick
Level of Disclosure	Basic	☐
	Standard	☐
	Enhanced	☐
Barred List Check (Enhanced DBS only)	None	☐
	Adults' Barred List	☐
	Children's Barred List	☐
	Adults' and Children's Barred Lists	☐
Workforce (Enhanced DBS only)	Child Workforce	☐
	Adult Workforce	☐
	Child and Adult Workforce	☐

Tick as appropriate. If a DBS is not required, please leave boxes blank. If the DBS level is Standard or Basic, there is automatically no Barred List or Workforce requirement. The Barred List and Workforce sections should only be completed where an Enhanced DBS is required.