



<b>Title</b> <i>Visits Advice and Awards Team Technical Specialist</i>	<b>Department</b> <i>Children, Families and Cultural Services</i>	<b>Post Ref.</b>
<b>Job Purpose</b>  For this County wide statutory service the postholder will act as the first point of contact and support for service users, offering them timely technical assistance. The post holder will manage queries, lead on operational administration and the IT aspect of the service with respect to; electronic approval system (currently EVOLVE), booking systems (currently Cinolla) and Awards recording IT platforms (such as eDofE/eJASS etc).		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"><li>1. To act as the first point of contact for the Visits Advice and Awards Team, offering comprehensive and tailored information to a wide range of service users.</li><li>2. Receive and process initial enquires and approval applications regarding educational/off site visits and give appropriate advice or refer to the Visits Advisor.</li><li>3. Oversee the operation, day to day maintenance and development of the electronic approval system, booking systems and Award recording IT platforms.</li><li>4. Liaise with service users regarding access, support and training.</li><li>5. To communicate, coordinate and liaise with Awards Support workers and Volunteers</li><li>6. Assist the Visits Advisor in the organisation and delivery of accredited Visit Coordinator training, Visit Leader training and on-line system use and approval processes.</li><li>7. Production of reports for Visits Advisor and processing information from online systems/platform databases or other records for statistical analysis and other purposes as required.</li><li>8. Contributing to dissemination of advice to users of the service via a range of means.</li><li>9. To liaise with external organisations as appropriate in relation to administrative support issues for Awards and Accreditations accessed through the service.</li></ol>		<b>Key Accountabilities</b>  <ol style="list-style-type: none"><li>1. Ensure that all work undertaken by groups comply to Health and Safety requirements and NCC Guidance.</li><li>2. Ensure that all staff (paid and voluntary) follow procedures for Safeguarding, including the completion of verification of DBS disclosure documentation and checks.</li><li>3. Ensure that appropriate records of service users and Award participants are accurate and up to date.</li><li>4. To utilise all relevant core information systems to monitor financial transactions and in connection with maintaining expenditure/income records and the management of delegated budgets under direction of budget holder.</li><li>5. To comply with the current NCC procedures relating to the processing of comments and complaints</li><li>6. The postholder will be expected to use appropriate administrative information systems, maintain confidentiality and observe Data Protection Guidelines</li></ol>

10.To coordinate and produce appropriate advertising and communications material for the service in conjunction with NCC Communications team 11.To maintain accurate and detailed records of staff and volunteer qualifications. 12.To attend relevant meetings including the taking of notes. Meetings which will probably take place outside of normal office hours and the postholder will be expected to work in the evening and weekends.	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b><i>Person Specification</i></b>	
<b><i>Education and Knowledge</i></b> <ol style="list-style-type: none"> <li>1. Knowledge and understanding of the importance and application of Health and Safety</li> <li>2. Knowledge and understanding of the importance of safer recruitment and Safeguarding</li> <li>3. High level key skills in literacy and numeracy</li> <li>4. High level working knowledge of Microsoft Office and associated applications</li> <li>5. Working knowledge of best practice for budget monitoring</li> <li>6. Working knowledge of a range of IT software</li> <li>7. Knowledge of Educational Visits Advice and awareness of OEAP National Guidance (training provided)</li> <li>8. Knowledge of Youth participation awards</li> </ol>	<b><i>Personal skills and general competencies</i></b> <ol style="list-style-type: none"> <li>9. Puts into practice the Council's commitment to excellent customer care.</li> <li>10. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>11. Works well with colleagues but also able to work on their own initiative.</li> <li>12. Shares the Council's commitment to providing a safe environment for customers and staff and treating all with respect and consideration</li> <li>13. Works with attention to detail to ensure accuracy and clear communication</li> <li>14. Takes an active role in managing risk, health and safety and safeguarding issues</li> </ol>
<b><i>Experience</i></b> <ol style="list-style-type: none"> <li>15.Experience of safe working practice affecting children/young people (Health and Safety)</li> <li>16.Experience of safeguarding and safer recruiting practice</li> <li>17.Experience of Data Protection and confidentiality</li> <li>18.Experience of maintaining accurate records</li> <li>19.Experience of developing effective communication strategies</li> </ol>	

<p>20. Experience of working with a wider range of service users Head Teachers, Teachers, Youth Workers, Child Support professionals, volunteers, Young People and parents/careers.</p> <p>21. Experience of monitoring budgets</p> <p>22. Experience of handling feedback and complaints</p> <p>23. Experience of producing and presenting reports</p> <p>24. Experience of digital/software systems management (Evolve and Cinolla is desirable)</p>	
<p><b><i>Role Dimensions</i></b></p> <p>25. Offer technical support to service users and participants</p> <p>26. Day to day management of service critical IT software</p> <p>27. Keeping financial records of delegated budget</p> <p>28. No direct line management responsibilities</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date