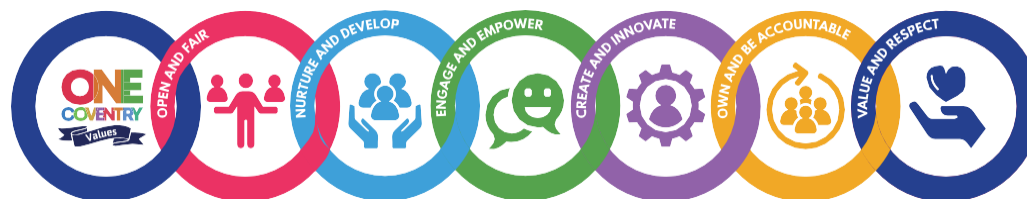


# Job Description and Person Specification

Job Title: School Appeals Clerk



## Job Description

<b>Job Title</b>	School Appeals Clerk
<b>Grade</b>	5
<b>Service</b>	Law and Governance
<b>Reports to</b>	Governance Services Co-ordinator
<b>Location</b>	Council House, Earl Street, Coventry and Remote Working
<b>Job Evaluation Code</b>	A5788



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

To organise, administer and clerk school appeals hearings.

Support the Governance Services Officer (School Appeals) in the development, implementation and operation of processes within the team in order to ensure the delivery of matters within agreed timescales and legal deadlines and to maximise the use of available resources.

To support the Council's decision making framework and encourage participation in decision making.

## Main Duties & Key Accountabilities

### Core Knowledge

### Service Excellence

1. Provide high quality legal and administrative support for school appeals hearings, ensuring the highest standards of governance are applied to the team's work, and providing legal and procedural advice to panel members, appellants and clients officers.
2. Assist the Governance Services Officer (School Appeals) in the planning and co-ordinating the annual cycle of school appeals.
3. Provide support to the Governance Services Officer (School Appeals) in ensuring that Panel Members are recruited, trained and developed to carry out their roles effectively.
4. Service school appeal hearings and be responsible for taking notes at meetings and processing other procedural information.
5. Prepare documentation including admission appeal hearing papers, Independent Review Panel papers, letters, reports and statements to support these meetings on time, carrying out quality checks on these and other documents. Prepare decision letters in line with legislative requirements in relation to content and timescales.

### Innovation and Challenge

6. Develop an understanding of customer needs and expectations and best practice and emerging trends, carrying out research, customer survey work, benchmarking and analysis.

7. Take an active role in using and adapting support systems, especially IT-based systems, to increase productivity, expand services available to customers and improve service quality.
8. Assist in the delivery of training sessions for panel members, including giving presentations to panel members, members and officers.

### **People and Resources**

9. Proactively contribute to team performance through maintaining a flexible approach to tasks, providing input to continuous improvement and being receptive to change.
10. Help to identify the job holder's own training and development needs and look for opportunities to meet these needs. Assist in the identification of the personal development needs of team members and contribute to that development through effective training and coaching.

### **Communication and Influence**

11. Provide clear advice on the application of legislation and guidance to panel chairs and members in pre-meetings and panel hearings.
12. Liaise with officers, customers and panel members as required, exercising discretion and sensitivity.
13. Communicate effectively with parents, schools and their representatives.
14. Keep the Governance Services Officer (School Appeals) and the Governance Services Co-ordinator informed of any matters which are potentially sensitive, or present significant service delivery problems or opportunities.
15. Be aware of emerging best practice and practice elsewhere, networking with peers and other stakeholders as appropriate.

### **Risk Management and Business Continuity**

16. Assist the Governance Services Co-ordinators in managing risk, keeping business continuity plans and risk assessments up to date.

### **Other**

17. Ensure corporate protocols and policies are followed including customer care and procurement of goods and services.

- 18. Deputise for the Governance Services Officer (School Appeals) and the Governance Services Co-ordinator when required.
- 19. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Members of the public External Partners Panel Members	<b>Internal</b> Council employees
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

**Staff managed by postholder: N/A**

## Person specification

Job Evaluation Code	A5788			
Knowledge				
Good knowledge and understanding of legal processes for school admissions, school admission appeals and pupil exclusion reviews.				
Good knowledge school appeals issues, initiatives and best practice				
Skills and Abilities				
Produces clear and well structured written work, including reports and letters/notes				
Able to provide clear advice confidently in formal meetings				
Develops productive relationships: able to work with people and groups across a variety of levels in the Council and external organisations.				
Able to use technological applications (word processing, spreadsheets, email, internet)				
Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working				
Able to present reports to officers and panel members				
Able to work to tight deadlines managing changing and conflicting demands				
Able to prioritise own workload				
Able to communicate effectively with members of the public in person, over the telephone and in writing				
Experience				
Experience of working in a local government or comparable organisation for at least 2 years				
Experience of working in a governance function, including at least one area of relevant law as follows: School Admissions, School Admissions Appeals, Pupil Exclusion or clerking meetings that follow a legal format.				
Experience of working in a politically sensitive environment and working with members.				
Qualifications				
NVQ3 or equivalent qualification or work experience.				
Date Created	12 <sup>th</sup> January 2022		Date Reviewed	15 <sup>th</sup> February 2022