



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Admissions Caseworker		
GRADE:	G5	SERVICE AREA:	Admissions and Education Sufficiency – Access Team
JOB CODE:	CHI99ADMIG5		
REPORTS TO:	Senior Admissions Caseworker	LOCATION:	Hybrid (Civic Centre/ Work from home)
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • There are manual handling duties required of the post holder including the movement of heavy boxes associated with the preparation of large mail runs. • Attendance at meetings away from the civic Centre. • Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. • This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. 		

1. Main purpose of the job role:

- To provide advice and support to parents and schools on all aspects of the admissions and appeals process.
- To assist with all aspects of the administration and admissions appeal process
- To liaise with schools to collate information for admission appeal reports.

2. MAIN ACTIVITIES:

- To be responsible for, along with the Senior Caseworker, the implementation of procedures for the coordinated admission of pupils to Reception, Yr 3 and Yr 7 admissions to schools and academies.
- Post holder needs to have knowledge of the School Admissions Code 2021
- To provide information required for the preparation of Statements of Case for appeal hearings and to assist with the preparation of appeal reports and as act as presenting officer at appeal hearings for places at Community and Voluntary controlled schools.
- To review annually the Primary and Secondary Information for parent’s booklet, leaflets and preferences forms for Admissions.
- To prepare new referrals and undertake casework around children missing education.

- To act as first reference point for complaints from parents and schools - attempting where possible to resolve complaints, and, where it is not possible to do so, escalating the matter to the Senior Caseworker and then to the Service Manager.
- To provide advice to parents who are experiencing technical problems with completing online admission applications, ensuring that all locally agreed deadlines are met.
- To assist with data exchanges with other Local Authorities and Walsall Admission Authority as required within the inter-LA coordinated admissions process for Primary and Secondary.
- To provide information and guidance on the admissions process to parents/carers, schools, councillors, other Local Authorities, Governing bodies and colleagues.
- Uploading of school Additions and Deletions (pupil transfers) for Reception, Yr 3 and Yr 7 to schools via the S2S database on a weekly basis.
- To deputise for the Senior Caseworker as required.
- To provide face to face support to all aspects of the admissions process to parents in the First Stop Shop at the Civic Centre. This will include communication with parents whose first language is not English.
- To provide advice by telephone or in person to parents and children to enable them to state an informed preference for Primary, Secondary and Mid-year admissions. The post holder is responsible for ensuring that the advice given to parents is accurate and reflects current relevant legislation.
- To assist parents/carers to complete online applications for admission.
- To be confident in all aspects of Admissions process and infant class size legislation.
- The post holder may be required to attend meetings in connection with Children Missing Education (CME) and Fair Access Protocol (FAP).
- To contact families of children missing education and provide advice and support with the process of applying for a school place via the Primary, Secondary and/or Mid-year admissions process.
- To obtain and interpret information from a variety of sources in order to give independent advice to parents/carers. The post holder must maintain a current in depth knowledge of the School Admissions Code and other statutory documents.
- To provide realistic advice to parents about the likelihood of an admission appeal being successful.
- To connect with parents who are not engaging in the admissions process - this could be through Reception, Yr 3, Yr 7 and/or Mid-year transfer.
- To arrange for translations of admissions documents and to arrange interpreters for parents whose first language is not always English - particularly for Appeals.
- To contact families who have not accepted a school place at the end of any of the Admissions rounds - Reception, Yr 3 and Yr 7.

- To challenge schools, who fail to provide data required by the Local Authority to deliver the coordinated midyear admissions process.
- To challenge schools about delays in admitting pupils once offers have been made.
- Knowledge of Net Capacity assessments ensuring that there are sufficient school places for the Primary/Junior and Secondary rounds.
- To identify schools to be allocated pupils who cannot be offered any of their parents preferred schools and to make the initial approach to schools to ask them to admit above their PAN.
- To liaise with other admission authorities in relation to the duty to consult on and determine admission arrangements in accordance with the requirement of the School Admissions Code

DATE PREPARED: Alex Groom - Jan 2021

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Admissions Caseworker	GRADE: G5	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to manage large quantities of data and accurately provide information to colleagues and to parents regarding school admissions	A/I	3
Ability to deal sensitively with parents and other stakeholders regarding school admission issues	A/I	3
Ability to communicate effectively with a range of stakeholders in person, by phone, and through electronic media	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Secure knowledge of all aspects of school admissions processes, specifically the Code of Practice	I	3
Knowledge and experience of using various data handling mechanisms to manage large quantities of school admissions information	A/I	3
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Minimum of Grade C or above in English Language and Maths	A/I	3

Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		1	3
Awareness of, and commitment to, confidentiality and handling data		1	3
Prepared by:	Alex Groom	Date:	January 2021