JOB SUMMARY

Post Title	***Experts at Hand Project Officer***						
Job Family	*Business Support*	**Pay Range**	*8*	**Line Manager to others?**	**No**	**Role profile ref**	*BS08*
Service Area	*Children's Services Education*						
Line Manager	*Experts at Hand Operational Lead*						
Location	*County Hall, Agile Working*						

Job Purpose

To provide high-quality operational, administrative and project support to the Experts at Hand (EAH) service, ensuring the efficient coordination of referrals, panels, performance reporting, stakeholder communication and multi-agency processes. The postholder will support the effective delivery of the EAH model, helping to ensure children and young people receive timely access to specialist support, and that operational systems, data and governance arrangements function effectively.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Coordinate the day-to-day administration of the Experts at Hand model, ensuring referrals, requests for support and operational activity are processed efficiently.
- Organise and support multi-agency EAH Panels, including agenda preparation, information collation, note taking, action tracking and follow-up activity.
- Maintain accurate records of EAH activity, interventions, outcomes and workforce deployment using agreed systems and databases.
- Support the development and maintenance of performance dashboards, reports and management information to enable effective monitoring of delivery and outcomes.
- Act as a key point of contact for schools, early years providers, colleges, health professionals and partner agencies accessing the EAH service.
- Coordinate meetings, training events, workshops and stakeholder engagement activity associated with the SEND Reform Programme and EAH model.
- Monitor progress against agreed actions, milestones and service standards, escalating concerns to the EAH Operational Lead where appropriate.
- Support financial monitoring, procurement processes and workforce planning activities associated with the EAH model.
- Contribute to the development of service procedures, guidance documents and communication materials.
- Promote effective communication and partnership working across education, health and care services.

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Practical experience within the relevant working environment.	*Experience supporting projects, programmes or service delivery within education, children's services or public services*	**X**	
Extensive working knowledge of relevant processes and systems.	*Use of project trackers, databases, reporting tools and administrative systems*	**X**	
Considerable knowledge of the service provided in own area.	*Understanding of SEND services and local authority delivery arrangements*	**X**	

Strong ICT skills including use of Microsoft applications.	*Advanced Microsoft Office skills including Excel, PowerPoint, Teams and SharePoint*	**X**	
Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.	*Producing reports, correspondence and guidance for a range of stakeholders*	**X**	
Good planning and organisational skills.	*Managing competing priorities, meetings, deadlines and action plans*	**X**	
Numerate and accurate with attention to detail.	*Maintaining programme data, performance reports and financial records*	**X**	
Understanding of how to deal with customers appropriately.	*Working with schools, families, professionals and partner agencies*	**X**	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	*Supporting delivery of multiple programme workstreams and reporting requirements*	**X**	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to level 4 standard or able to demonstrate equivalent experience.		**X**	
Other Requirements			
RSA III (Word Processing) or equivalent professional qualification.			
May require relevant certifications including evidence of fluency in English language.			

- Ability to travel across the Isle of Wight as required.
- Ability to work flexibly to support programme activity.
- Enhanced DBS clearance required.
- Commitment to improving outcomes for children and young people with SEND.
- Understanding of confidentiality, information governance and data protection requirements.
- Experience of working within multi-agency environments would be advantageous.

Organisation Structure (optional)