

prime resolution

Job Description

Office Manager

31.03.2022

Job Description

SEND

- Respond to initial enquiries from parents of children with SEND who wish to appeal a decision by the local authority
- All responses must be within 1 hour of enquiry being passed by telephone answering service
- Provide basic service information and book an appointment (within 24 hours) with a mediator for mediation advice and information
- Issue Mediation Advice Certificates where parent does not want more detailed information and wants to proceed directly to Tribunal
- Set up cases on the CRM by entering initial enquiry information
- Collate referral information and enter into CRM, including contact list
- Send standard request to LA, with copy to allocated mediator
- Weekly review of case files on CRM, check for missing information, ensure case has been updated and mediation meeting dates confirmed and logged
- Distribute outcomes, feedback requests and Mediation Advice Certificates within one working day of the mediation. Save these to the CRM.
- Send out documents for electronic signature.
- Produce monthly reports to Directors meetings
- Work with CRM developer to make further developments to the system in response to mediator and LA commissioning requirements
- Check case files are completed properly at point of case closure, submit invoice request, authorise payment to mediator
- Liaise with Local Authorities over the administration of cases (e.g. updates to contact details, personnel and invoicing etc.)

General

- Undertake review of policy framework in collaboration with designated Director(s)
- File Company Documents securely online and in hard copy as appropriate (e.g. Mem and Articles, Insurances, Memberships etc.)
- Maintain central staff and supplier records, DBS checks, contact information, contracts, training plans etc. online and in hard copy as appropriate
- Update the website and social media as appropriate
- Complete other duties as assigned by the Directors (the above is not intended to be an exhaustive list of roles and responsibilities. It is likely that the job will evolve and it is expected that the successful candidate will adapt to carry out any other reasonable tasks deemed appropriate by the Directors)

Person Specification

Must be proficient in the use of IT, and comfortable using modern communication and collaboration platforms, including:

- Word processing and document sharing platforms (MS Word, Google Drive, Dropbox)
- Communication & Conferencing (E-mail, Discord, WhatsApp, Zoom, MS Teams)
- Business Management Software (CRM software, Content management systems)

Must be willing to learn new skills and acquire knowledge about the business, including:

- SEND processes (it would be helpful if available to attend a two-day training course on 5th and 6th May 2022)
- CRM

Must be

- Professional
- Punctual
- Good team worker
- Proactive
- Flexible and willing to adapt to change
- Client-focused
- Enthusiastic
- Reliable

Must have

- Good literacy and numeracy skills
- Empathy
- Patience

Base

Flexible. Mixture of home working and office based as required. Expected 1-2 days per week office based.

Hours

25 hours per week

Remuneration

circa £22,500 pa pro-rata

Application

To apply please send your CV to jobs-om-2022-03@prime-resolution.co.uk by Friday 22nd April 2022.