

JOB DESCRIPTION

Job Title	SEND Technical Support Assistant		
Service	Children's Services, Business Operations - Education		
Reporting to	SEND Technical Support Officer		
Grade	13		
Evaluation ref:	TR0319	Job Family ref:	
Role purpose			
The postholder will provide comprehensive systems support to Children's Services, enabling frontline practitioners, managers and partner agencies to make effective use of key Education systems, including the MRI Education system and SEND Professional and Citizen Portals. The postholder plays a key role in supporting service delivery by administering systems, resolving issues, maintaining configuration and contributing to the development of business processes, guidance and training resources. Through proactive engagement with users, suppliers and stakeholders, the postholder analyses system issues, evaluates user requirements and supports the continuous improvement of Education systems through testing, user feedback and process review. The postholder makes recommendations to enhance system usability, efficiency and service delivery, helping to ensure systems operate securely, effectively and in line with organisational standards and priorities.			
Accountabilities			
Utilise knowledge of Children's Services, particularly Children's Education services, to support all Somerset Council and Partner Agency users of the Education systems, MRI and SEND/Citizen and Professional Portals through which statutory documentation is received and dispatched. Manage calls logged on the Somerset call logging system on a rota basis and uses initiative to prioritise tasks. Log and monitor calls with IT suppliers and report progress to the Applications A team, SEND Technical Support Officer and/or Business Manager – Children's Services. Proactively offer first line support to MRI and Portal users. Deal with and problem solve specific enquiries raised from front line staff and managers to point of resolution. Advise users on how to use the system and decide whether an issue needs to be escalated to the SEND Technical Support Officer with recommendations for supplier for resolution. Use system administration tools in MRI and Portals. Investigate and resolve system recording issues raised by users. Support the review and documentation of Children's Services business processes, identifying issues and recommending improvements to the SEND Technical Support Officer. This may require individual meetings or workshops, sometimes including suppliers.			

Use the corporate software to assist production of business process models to corporate standards. On occasion this will bring system development opportunities for suppliers and the postholder may be required to provide data on a partnership basis.

Contribute technical knowledge and user feedback to support the ongoing development and improvement of MRI and associated SEND systems.

Undertake work packages from project teams/Project Managers. Join Children's Services project teams supporting areas such as testing and business process mapping.

Work with The SEND Technical Support Team to undertake system upgrade and end user testing, identify any system issues to log with the supplier for fixing and changes which may affect guidance and process for end users.

Deliver training, including induction training for new users, to individuals or small groups of front-line staff. Coach and mentor staff in the use of MRI and Portals.

Configure, test and maintain system forms, workflows and settings in accordance with agreed specifications and business requirements, escalating complex development requirements to the SEND Technical Support Officer.

Update system guidance for frontline workers, managers and administrators, which will be held within the online repository of system guidance. Monitor existing guidance, make a judgement when updates are required and write and issue amended guidance.

Attend local/themed sessions with MRI and Portal users to promote the profile of the SEND Technical Support team, deliver overviews, advice and guidance. Build relationships and routes for communication about system issues/development ideas, troubleshoot problems and identify underlying issues affecting the successful use of systems.

Identify any issues to be escalated to the SEND Technical Support Officer and/or Business Manager – Children's Services. Make suggestions and recommendations for improvements. Ensure any issues are recorded accurately in spreadsheets for work allocation and/or escalation.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable
Knowledge		
Knowledge of Microsoft Office applications (Word, Excel and Outlook).	X	
Understand the importance of discretion and maintaining confidentiality.	X	

Knowledge and understanding of Data Protection and GDPR.	X	
Knowledge of other Microsoft Office applications e.g., MS Teams, SharePoint, PowerPoint.	X	
Knowledge of Children's MRI Education System.		X
Experience		
Experience of managing conflicting priorities and meeting challenging deadlines.	X	
Experience of identifying, investigating, and resolving problems.	X	
Experience of providing administrative and operational support within a busy office or virtual environment.		X
Experience of developing business processes.		X
Experience of administering IT Systems.		X
Qualifications / Registrations / Certifications		
5 GCSEs (Grades A-C/4-9) including English and Mathematics or NVQ Level 3 .	X	
ECDL or an equivalent IT qualification.		X
Skills		
Strong verbal and written communication skills, with the ability to explain technical concepts, provide clear guidance and build effective working relationships with users, colleagues and stakeholders.	X	
Demonstrates a proactive and self-motivated approach, taking ownership of tasks, using initiative to resolve issues.	X	
Ability to work alone and as part of a team and confidence to work with staff at all levels.	X	
Strong analytical skills with the ability to think logically and systematically, evaluate complex information and make well-reasoned recommendations to support service and system improvements.	X	
Willingness to explore and learn new systems, functions etc. enquiring and inquisitive.	X	
Ability to follow defined processes and guidance, recognising when issues fall outside established procedures and when advice or escalation is required.	X	

Demonstrates effective and methodical organisational skills, with the ability to co-ordinate multiple activities, prioritise competing demands and ensure work is delivered accurately and within agreed timescales.	X	
Work to a high standard of accuracy with attention to detail in checking own work and reviewing for colleagues.	X	
An understanding of importance of process, procedure, and guidance.		X
Working Conditions		
37 hours per week. We have a hybrid work model, which at the moment means we spend one day a week at the office (County Hall) and the other four days we work from home. This ratio may have to change from time to time due to workload or team projects and may require occasional working from other Council offices.		
Dimensions of the Role		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the Council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Evaluation date: 02/09/2026