

Role Title	Provisions Officer
Job Family	SEN Provisions & Integration
Competency Level	All Colleagues
Pay Range / Scale	PO1
Purpose Support the delivery of financial transactions and resource allocation that enables stakeholders and customers to engage with and make informed use of the services. Managing and maintaining relationships with service users and their families for assistance with travel and Short Breaks provision delivered through the Integrated Disability Service.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.

Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Deliver effective budget and resource management for the area of responsibility as required.	Annual budget is developed in agreement with line manager. Ensure the allocation of resources and entitlements for service users is transparent, cost effective, within set budgets and proportionate. Effective financial and data systems are in place using Council frameworks and procedures. Process payments and other financial transactions ensuring the correct financial procedures are observed and all transactions are processed and recorded correctly. Performance is reported accurately and concisely to a range of internal and external stakeholders as required Relationships with providers are open, collaborative and constructive. Value for money is achieved.
To maintain and develop all client relationship-based functions for the effective administration of care packages in the SEND Service	Excellent communication with service users/customers demonstrating the required level of expertise and empathy dealing with issues securing good customer experiences.
To manage and maintain the day to day administration for the effective delivery of care packages / specialist services.	An efficient and well-co-ordinated service for eligible children/young adults. Effectively deal with concerns/complaints/ issues reported by service users or their families demonstrating fair and reasoned judgements and securing customer satisfaction.
Deliver the services and standards required of the team. Contribute to service / business / communications plans within area of responsibility.	Plan(s) reflect specialist input. Input is provided to wider service planning, improvement and development activities. Team objectives / performance indicators are developed in agreement with line manager and achievement is effectively monitored and delivered. To work with officers within the Provisions and Integrations team to develop the functions of financial planning and delivery for identified services relevant to this post.

Support projects and services within specialist field, or contribute to larger programmes effectively engaging with stakeholders as required.	Projects and services are delivered to agreed specification, timescales, governance requirements and budgets. Input is provided to wider service planning, improvement and development activities. Service user / stakeholder views are available to inform recommendations. All project documentation and reports are completed correctly.
Contribute to deliver effective budget and resource management for the area of responsibility, including processing payments and financial transactions using Council frameworks and procedures.	Annual budget inputs developed with line manager. Allocation of resources and entitlements is transparent, cost-effective, proportionate and within set budgets.
Maintain and develop all client relationship-based functions for the effective administration of care packages in the SEND Service.	Service users and families experience excellent communication, empathy and issue resolution; customer satisfaction improves.
Digital transformation leadership – design, launch and embed digital solutions (e.g., Travel ID, Risk Assessments, Renewals) and optimise workflows/data quality.	Operational costs reduced, service speed and user experience improved; adoption achieved across services.
Advanced technical expertise – apply in-depth knowledge of DfE guidance, SEND Code of Practice and Education Acts; contribute to policy updates and restructures.	Decisions are legally compliant and policy-aligned; updates to practice and policy are evidenced and embedded.

Training and change management – develop training resources and lead roll-outs (e.g., Family Hubs); capture and share best practice through team sessions.	Staff confidence and capability increase; new processes are embedded consistently.
Stakeholder & provider collaboration – strengthen operational links with transport and third-party providers; proactively resolve issues and support integrated delivery models.	Issues are prevented or resolved quickly; partnership performance and value for money improve.
Support and guide colleagues in the Provisions team to meet objectives; report on activity to Senior Leadership; manage risk and ensure compliance within area of responsibility.	Objectives are consistently met; highlight reports and governance documentation completed; risks identified and mitigated Maintain accurate risk assessments and incident logs to ensure compliance and transparency.
Monitor Assistance with Travel and Short Breaks expenditure in line with approved budgets.	Budgets and financial risks are monitored and managed in accordance with local authority requirements.

Nature of Contacts	
Key contacts are internal and external customers/stakeholders Typically involves supporting or guiding internal customers Frequent contact with Service Manager, Provisions Manager, Contract Manager, Provisions Officer. Interaction with others and the ability to successfully influence and motivate are fundamental to the role. Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.	

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Diverse internal and external contacts, to provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Handle challenging service user / stakeholder feedback, or complaints which involve significant persuasion and influencing skills.

Deal with people at all levels confidently, sensitively and diplomatically.

Resourcing
Budget Responsibilities: none
Supervisory Responsibilities: none
Knowledge, Skills and Experience
• Substantial relevant experience of working in the service area/related profession field with evidence of work responsibilities appropriate to the role and evidence of professional expertise • Experience of managing small to medium projects in complex and challenging environments. • Experience of supporting complex projects and programmes in managing and reporting project progress, risks and issues, budgets, decisions to the Provisions Manager/Service Manager. • Experience of managing stakeholder relationships. • Possess in depth understanding of DfE guidance and Short Breaks statutory guidance 2010, • Ability to interpret and present performance and other data highlighting key messages and area of strength and weakness • Knowledge and experience of contributing to the development of services, policies and procedures and practices • Be effective at planning, monitoring and reviewing. • Good ICT skills; standard Microsoft applications and in particular Excel (essential) with ability to use social care record and data systems. • Proven ability to cope with conflicting and changing demands through time management and the ability to work under pressure • Proven initiative and judgement to identify and resolve problems • Experience in financial administration • Good reporting and recording skills in accordance with expected statutory and internal processes

- Excellent oral and written communication skills with an ability to interact effectively with people at all levels in an organization including senior level executives.
- Work effectively as part of a team and have a genuine desire to assist colleagues.
- Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements
- An ability to respond to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Work effectively and efficiently, paying careful attention to detail, data confidentiality and accuracy.
- Self-starter with high degree of initiative, urgency, and follow through.
- Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills.

evidence of work responsibilities appropriate to the role and evidence of appropriate professional expertise.

- Knowledge of the specialist work practices / professional guidelines / legislation and emerging developments within the service area.
- Knowledge and understanding of promoting independence, resilience and wellbeing for children, young adults and families.
- Ability to interpret and present performance and other data highlighting key messages and areas of strength and weakness.
- Knowledge and experience of contributing to the development of services, policies procedures and practices.
- Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations.
- Experience of supporting partnership working to deliver service provision to children and families.
- Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.
- Proven initiative and judgement to identify and resolve problems
- Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.
- Experience in financial administration
- Good ICT skills; standard Microsoft applications and in particular Excel (essential) with ability to use social care record and data systems.
- Good reporting and recording skills in accordance with expected statutory and internal processes

Responsibility for financial transactions and allocation of resources.

May have delegated responsibility for some aspects of procurement and project budgets
Contribute to the effective use of team budgets relating to travel assistance or short breaks

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. Relevant professional qualification
 Relevant experience / expertise

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.