

## JOB DESCRIPTION

<b>Job Title</b>	Senior Business Support Officer - Education Lead		
<b>Directorate</b>	Children Families and Education		
<b>Reporting to</b>			
<b>Grade</b>	11		
<b>Evaluation ref:</b>	AU1207	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>The Senior Business Support Officer – Education Lead provides essential governance and administrative support to key education boards and projects, ensuring meetings and statutory processes run smoothly.</p> <p>This role acts as a central point of coordination, managing agendas, preparing reports, maintaining compliance, and facilitating stakeholder engagement. Through effective organisation, research, and communication, this position strengthens collaboration across teams supporting the successful delivery of education initiatives and high-quality outcomes.</p>			
<b>Accountabilities</b>			
<p>Responsible for the facilitation and support of Schools Forum. Provide support for the SEND Partnership Board, Deficit Management Plan (DMP) Members Oversight Board and other associated meetings or workshops as required. This will involve setting dates and issuing meeting invites, arrange pre-meetings with relevant individuals (Including the Chairs), agree agendas, collect and prepare reports and slide packs and where, appropriate, publish papers before the meeting and provide guidance for the Chair on the agenda items.</p> <p>Attend the meetings, take minutes, capture actions and manage any votes or elections as required and prepare final minutes and update action logs.</p> <p>Work with and directly support the Service Director - Education as required.</p> <p>Attend meetings, take minutes, manage any votes or elections as required and prepare final minutes and action logs.</p> <p>Action the outcomes from meetings, e.g. investigate/research material, organise and maintain database systems/recording systems for the SC Public Meetings.</p> <p>Develop and maintain information systems to ensure statutory duties are met.</p> <p>Maintain and support governance procedures and systems, e.g. terms of reference/constitution for the meetings supported, prepare guidance notes, report templates, training material, provide support for senior managers and meeting attendees.</p>			

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Maintain and support public facing web pages for the Schools Forum.

Prepare and publish voting advice to potential election candidates.

Prepare briefing and induction material for members, assess members support and development needs and ensure new members receive relevant documents.

Co-ordinate and prepare impact assessments in support of key and non-key decisions and check that assessments returned are complete and appropriate.

Lead on specific projects and initiatives as required by the DMP & Strategy Lead or Heads of Service/Service Director of Education.

Support all aspects of the successful delivery of projects or other time-specific work assignments to defined time, cost, and quality, e.g. project planning, change planning and management, democratic timescales and approvals, resource planning, communications planning, stakeholder engagement, proactive risk analysis, management and resolution and benefits realisation.

Communicate and negotiate with senior managers on behalf of the Service Director – Education to ensure information/responses as required and challenge and monitor outcomes and results.

Interpret and apply the best practice obtained from the project research from local, national, education and international sources. Assess the relevance of this and provide the Service Director – Education and Education Senior Management with information to problems/issues based on research and analysis, observation, and practical application of best practice, which changes or improves existing practices.

Build and maintain effective working relationships with internal, external partners, suppliers and stakeholders as required. Provide expert advice and support to the Service Director – Education Elected Members, the Education Senior Leadership Team, and other Senior Managers.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Strong understanding of governance processes, statutory requirements, and democratic decision-making.	X	
Knowledge of education sector structures and key stakeholders.	X	
Proficient in project management principles and administrative best practices.	X	

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<b>Experience</b>		
Proven experience in supporting senior leaders and managing high-level meetings.	X	
Experience in coordinating projects and delivering outcomes within defined timescales.	X	
Demonstrated ability to maintain governance documentation and compliance.	X	
Experience in the education sector or local government.		X
Familiarity with public meeting protocols and election processes.		X
<b>Qualifications / Registrations / Certifications</b>		
Project management qualification or equivalent experience.		X
<b>Skills</b>		
Excellent organisational skills with the ability to manage multiple priorities and deadlines.	X	
Strong written and verbal communication skills, including minute-taking and report preparation.	X	
Ability to research, analyse, and interpret complex information to support decision-making.	X	
Competent in using digital tools and maintaining information systems.	X	
Skilled in stakeholder engagement and relationship management at all levels.	X	
Highly detail-oriented and proactive in problem-solving.	X	
Ability to work independently and as part of a team.	X	
Committed to equality, diversity, and inclusion principles.	X	
Resilient and adaptable to changing priorities.	X	
<b>Working Conditions</b>		

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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.

Date: