

ABERDEEN CITY COUNCIL JOB PROFILE

1 Job Details	
Job Title:	Education Support Officer
Job Profile No:	
Directorate:	Education and Children's Services
Service:	Education Services Team
Grade:	SNCT ESO

2 Job Purpose
To work in cooperation with QIOs and the wider Education Service and Education and Children's Services Directorate to raise standards in schools though providing a lead role in an area of expertise.

3 Reporting Relationships
<p>Head of Education Services</p> <p>↓</p> <p>Service Manager</p> <p>↓</p> <p>Education Support Officer*</p>
This post is indicated by*

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • Provide a lead role in area of expertise, including current curricular content and methodology • Contribute to cross curricular initiatives and multi-disciplinary courses within schools • Coordinate the production of teaching materials and identify subject/sector related resource needs of schools • Be involved in the initiation, organisation and evaluation of staff development opportunities and ensure that these meet the needs of staff through persona direct contact with schools • Liaise with external agencies as approved by the Directorate Leadership Team and within Council guidelines

5 Knowledge
The post holder needs to be able to demonstrate an extensive understanding

or experience of:

- Local and national developments in content and methodology related to area of expertise
- Curriculum planning, development and delivery
- Policy development
- Learning and Teaching in one or more of early, primary, secondary or ASN contexts
- meeting learning needs
- GIRFEC

6 Job specific skills and competencies

The post holder is expected to demonstrate:

- integrated and cross-cutting approaches to policy and curriculum development, implementation and improvement
- experience relating to area of expertise and knowledge of relevant legislation, council education policy and best practice
- proven record of delivering required results within a customer focused organisation
- ability to build relationships and work in partnership with internal and external partners
- effective organisational skills
- capacity to meet deadlines, satisfy political objectives and organisational priorities.

7 Organisational Behaviours

The post holder is expected to display the following behaviours:

- **Communication: Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions**
 - Relates well to others and works with them to help meet their needs
 - Builds rapport effectively
 - Ensures communication is appropriate/inclusive
 - Provides constructive feedback/advice/instruction
 - Responds to and acts on feedback
- **Customer Focus: Recognises customer service is part of everyone's job; takes into account customer needs and expectations; strives to meet expectations where possible, manages expectations where this is not possible; is proactive in improving the service.**
 - Understands and responds appropriately to customer needs
 - Establishes good relationships with customers
 - Invests effort in making a difference to how services are planned and delivered
 - Works collaboratively across service/ team/ organisational boundaries to deliver excellent customer service

- **Professionalism: Maintains the standards expected by the service and the organisation at all times; remembers that they are representing the Council.**
- Meets and maintains standards consistently
- Is a role model for professionalism
- Maintains confidentiality
- Demonstrates honesty and integrity in their decisions and actions
- Is accountable and holds others to account
- Keeps skills and knowledge up to date

- **Respect: Behaves in a way that demonstrates respect for people, property and policy.**
- Makes colleagues feel valued and supported
- Shows consideration for others' views, privacy, beliefs and ability
- Is courteous, polite and considerate to all.

8 Requirements of the Job

The post holder needs to hold as a minimum:

- Educated to degree level
- Relevant professional teaching qualification
- Ability to provide evidence of GTCS registration or eligibility
- PVG Membership for Regulated work with Children and/or Protected Adults or willingness to obtain prior to a formal offer of employment being made.

9 Development

The post holder must have undertaken or be committed to undertaking the following courses within a specified period:

- OIL module – Protecting Children
- OIL module – Data Protection
- GIRFEC
- Corporate Induction