Barnet Education and Learning Service

Education Welfare Assistant

Barnet Education & Learning Service (BELS)

Closing date: 10th December 2026 12pm

Contents

Page 3: Welcome to Barnet Education & Learning Service (BELS)

Page 4: Letter to applicants

Page 5: Advert

Page 7: Job Description

Page 9: Person Specification

Page 12: Key Details

Page 13: Application Process

Welcome to Barnet Education & Learning Service (BELS)

About Us

https://www.bels.org.uk/

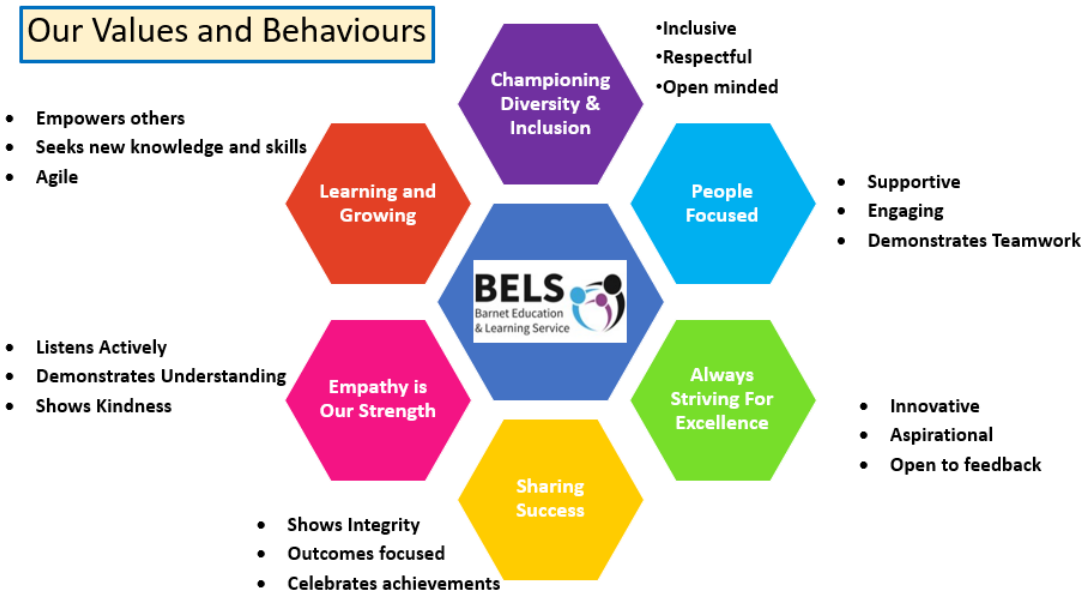
Barnet Education & Learning Service (BELS) is a local authority owned company responsible for providing Barnet Council's Education & Skills service to Barnet schools and settings.

The BELS Board of Directors has representatives from Barnet Primary Headteachers' Forum, Barnet Secondary Headteachers' Forum and Barent Parent-Carer Forum as well as Senior Leaders from the Council enabling a truly collaborative approach to decision-making and delivery which brings the best outcomes for Barnet's schools, educational settings, colleges, students, and young people. The Board of Directors also includes a BELS Staff Director in addition to our Chief Executive.

Along with statutory services, BELS provides a range of traded services to schools and settings, equipping them with the latest tools, training, and programmes to improve school standards and outcomes.

95% of Barnet schools are good or outstanding and Barnet is now in the top 10% for almost all measures of achievement in schools and the top 5% for many of the measures.

We are proud to play a part in creating resilient communities where pupils are high achieving and engaged by providing schools and settings with everything they need to help pupils reach their goals and achieve outstanding outcomes. We have highly experienced teams who stay abreast of new developments and best practices to empower teachers and governors in a changing world.



Contact Officer: Rachael Carmicheal-Moyo
Department: Education Welfare Team
Telephone: 0208 359 4939

Dear Applicant,

Post: Education Welfare Assistant- 2.5 days a week

Thank you for the interest you have shown in the above opportunity.

This Information Job Pack gives a full explanation of the role and working for Barnet Education and Learning Service (BELS). We are excited to learn what you can bring to BELS and Barnet's schools and settings. If you are passionate about delivering a high level of service, working in a dynamic and supportive team and making a difference then I encourage you to apply for the post.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

The closing date for applications – 10/12/26 at 12pm
Interviews will be held – 14/12/26

If you would like to discuss this position on an informal basis, please contact me at: louise.wilmshurst@barnet.gov.uk or 0208 359 4132. Or if you would like to talk to someone else in our team please email: EWT@barnet.gov.uk

I look forward to receiving an application from you.

Yours faithfully

Rachael Carmicheal Moyo
Deputy Education Welfare Team Manager
Barnet Education and Learning Service
2 Bristol Avenue, Colindale, NW9 4EW
Email: louise.wilmshurst@barnet.gov.uk
Tel: 0208 359 4939

Advert

Job Title: Education Welfare Assistant
Contract: Permanent, Term Time Only
Hours: 18 hours per week
Salary: £34,602 - £37,794 per annum fully inclusive (pro rata)
Actual Salary: £15,217-£16,620
Expected Start date: Immediately

This is an exciting opportunity to join our dynamic, friendly and supportive team that are dedicated to providing a high-quality service to schools and settings.

Successful candidates will be joining a creative and highly skilled team that is well-regarded and valued by schools and services across Barnet. You will benefit from a supportive senior leadership team committed to promoting the wellbeing of staff and work-life balance, ongoing training and development.

You will be the first point of contact for families, schools, and partner agencies. You will be a highly valued and important member of the team being responsible for the administration duties that keep the team running, you will be confident in data processing, report writing and sharing information with key agencies.

You will need to be enthusiastic, committed to the values of education and be able to organise your work efficiently and effectively. Full supervision and training will be provided.

For an informal discussion about the post please contact **Racheal Carmicheal Moyo, Deputy Education Welfare Team Manager 020 8359 4939.**

The closing date for applications – 10/12/26, 12pm
Interviews will be held – 14/12/26

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

Barnet Education and Learning Service is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. An enhanced DBS (Disclosure and Barring Service) with barred list check is required for all successful applicants. In addition, if this post is likely to come under the requirements of the Childcare (Disqualification) 2009 Regulations, the successful applicant will be required to declare.

We are committed to practising in ways that are equitable, anti-racist and culturally responsive and we welcome candidates who share this commitment. We have developed an equity and anti-racism policy which

outlines our values and actions in this area including ongoing CPD and offering support to our school community. Recruitment of a diverse workforce that is representative of the community we serve is part of our

ongoing commitment and is embedded in this policy and therefore, we welcome applicants who are underrepresented in our profession.

Section A: Specific Role Profile

Service:	BELS
Location:	Colindale
Job Title:	Education Welfare Assistant
Grade:	SCP 14-20
Reports to:	Deputy Education Welfare Team Manager

1. Purpose of Job:

- Delivering comprehensive and flexible administrative and technical support activities to the Barnet Education and Learning Service and schools that help maximise the working potential of Senior Management and support business needs.
- Ensure professional standards and best practice act as key drivers within a culture of continuous service improvement to meet present and future client and service needs.
- To provide business and administrative support for the EWT and Traded Services. This will include initiating work to comply with the strategic outline identified by the Traded Services Operations Director and ensuring the training and development programme is effectively provided to schools.

2. Key accountabilities/duties/responsibilities:

- Providing administrative support at forums, minute taking, organising invitations and completing follow up actions when required. With a large responsibilty of Section 19 referral process.
- To provide Education advice and support to the Multi-Agency Safeguarding Hub (MASH)
- Establish productive, professional working relationships with internal colleagues, external organisations, schools and settings to enhance service delivery.
- To provide Education information to the MASH in a timely fashion, contacting safeguarding officers in schools to ensure that the most effective information is available promptly to assist in the assessment of safeguarding concerns.
- To complete tasks within the Early Help Module database accurately and clearly
- To contribute to the assessment process by attending daily threshold meetings and MASH team meetings.

- To liaise with Education Welfare colleagues as appropriate when gathering information for the MASH
- To use Admissions and Education Welfare data systems to provide MASH with essential information.
- To develop an understanding of the work of the Education Welfare Team in its work with schools on attendance, and related issues.
- To develop and employ knowledge of the roles of other agencies supporting the safeguarding of children.
- Ensure the following Elective Home Education functions are carried out:
    - Elective Home Education correspondence to families, partner agencies and schools.
    - Registration of newly home educated children in Barnet
    - Tracking and monitoring of the Elective Home Education register.
    - Maintaining the Elective Home Education Website
    - Providing reports on Elective Home Education when required.
    - Processing of EHE data
- Ensure timely and accurate data input, checking consistency and coherence with file and any other records, including decision making records
- Record & monitor the data collection of fixed term suspensions in Barnet.
- Send data to BELS partners for cross referencing and safeguarding purposes on a monthly basis, tracking updates and notifying team managers of new safeguarding alerts.
- Handle a range of queries and provide accurate and timely information to a wide range of clients, parents, schools, outside agencies on statutory requirements and procedures.
- Ensure delivery is in accordance with policies and procedures of the BELS, and complies with professional standards, policy and practice and the relevant statutory frameworks.
- Responsible for prioritising and dealing with general enquiries efficiently and effectively both on the telephone and in person and able to give advice and information by email and written communications.
- Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.
- Understand Business Plans and ensure they direct day to day service priorities.

2.1 Performance and Customer Focus

- Deliver consistently high performance within the context of a performance management culture.
- Ensure that outstanding customer service is being delivered on a day to day basis in line with service standards.
- Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post

2.2. Financial Responsibilities

- No direct budgetary responsibility.

2.3. Leadership and Management

- No direct line management but may support more junior staff within the service.

2.4. Programme & Project Management

- Within service area, deliver all projects to a high standard and within programme management standards.

2.5. Communication & Influence

- Support internal and external communications for BELS. Ensure all communications are clear, effective and appropriately targeted
- Work closely and collaboratively with colleagues across the Service and partners to ensure business activities are appropriately integrated and joined up.

2.6. Health and Safety and Data Management

- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and BELS data management protocols.

3. Promotion of BELS Values

- To ensure that customer care is maintained to the agreed standards according to BELS values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the past, at the appropriate grade.

5. BELS Commitment to Equality

To deliver Cambridge Education's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the workplace and in the services BELS delivers.

PERSON SPECIFICATION

Service:	BELS
Location:	Colindale
Job Title:	Education Welfare Assistant
Grade:	SCP 14-20
Reports to:	Deputy Education Welfare Team Manager

Essential Qualifications required

Type	Level required
Professional qualifications/memberships	No specific professional qualifications required
Education	Educated to GCSE or equivalent experience. Be able to demonstrate a good standard of literacy, numeracy and excellent communication skills

Technical / Knowledge Requirements

Type	Description
Role Specific Competencies	• Experience of operating effectively in a pressurised administrative environment experiencing a broad range of administrative functions. • Experience of preparing correspondence, reports and other documentation using Word, Excel and other PC based systems in an accurate and competent manner.
IT skills	• Competence in the use of ICT, and in the navigation of databases. • Knowledge of and commitment to the adherence to the principles of data protection and safeguarding of sensitive data. • Ability to handle confidential personal information in an appropriate and secure manner • Understanding of website management

Knowledge	• Proven experience of working with office systems and business administration
Education & Safeguarding	• Understanding of the work of schools in respect of safeguarding • Experience of working with other agencies such as health, mental health, voluntary sector and others. • Experience of dealing effectively and sensitively with internal and external colleagues, clients, schools, parents, agencies in a highly customer focused manner. • Commitment to the safeguarding of the welfare of children and young people.

Behavioural Competencies

Competency	Key to role
Administration Skills	• Proven experience in administration • The ability to take record data accurately, compile reports and analyse trends. • The ability to create and maintain efficient, effective and secure filling systems, both manual and electronic
Time management	• Able to demonstrate excellent and high level of organisational and time management skills • The ability to work in a pressured environment working to tight and frequently changing deadlines • Ability to work on own initiative, prioritise and meet conflicting deadlines
Team working	• Ability to work effectively, flexibly and constructively with colleagues in a team and make a positive contribution. • Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility. • Demonstrable experience of working effectively and participating with other colleagues on an inter-agency basis to ensure an effective response to complex issues.

	• Ability to build and nurture good working relationships with colleagues and across a wide range of outside agencies
Communication skills	• Effective written communication skills, able to prepare correspondence and minutes. • Ability to communicate complex issues in a clear and effectively manner (oral and written) with a wide range of stakeholders • Good listening skills, ability to handle confrontation with confidence, discretion and diplomacy under pressure • Influencing skills to effectively chase up and secure information and data to demanding deadlines • Proven ability to deliver a customer-focused service to defined quality standards. • Deals with confidential or sensitive issues discreetly
Influencing & negotiation	• Can demonstrate a history of good team work and working well with others across a wide range of seniority
Respecting others	• Respects the opinions of others and acknowledges opposing viewpoints • Consistently acts in a way that promotes equality and diversity • Shows integrity and fairness when dealing with customers and colleagues • Demonstrates impartiality and objectivity when taking actions and making decisions • Shows empathy and understanding for the feelings of, and situations faced by others • Is aware of own responsibilities for the health, safety and welfare of self and others
Management & performance	• Works with manager to agree performance objectives • Takes ownership for, and commits to achieving performance objectives • Monitors and evaluates own performance against objectives

	• Positively inputs to the performance appraisal and development review process • Able to demonstrate the impact of delivering excellent customer service • Able to add value to the role by being proactive in providing assistance without requiring specific requests to be made
Working in Partnership	• Understands the key functions of BELS and the broad roles of service areas • Recognises the advantages of working with others across the council • Builds strong working relationships, and seeks out views of people outside of their team • Appreciates the political make-up and decision-making processes of the council • Shares information and knowledge with those outside of own team.
External partnership working	• Readily and effectively works with representatives of partnership • Has broad understanding of the wider local government context • Recognises the importance to the council of active partnership working

Key Details

Reporting to: Rachael Carmicheal Moyo

Contract: Permanent, Part Time

Salary: £15,217-£16,620

Location: Colindale

Flexible and Hybrid Working
This is part time/term time only contract. Flexible and hybrid working.

Voluntary Pension Scheme – Non-Teachers
Staff joining BELS can choose to contribute to a Pension Scheme and will become members of AVIVA – the Pension provider for BELS. Staff can contribute either 4.5% or 7% of their salary into the Scheme and BELS will match this. BELS is a private company of Barnet Council which has its own legal entity and terms and conditions which are different from Barnet's.

Please note:
"BELS, as a Local Authority Controlled Company, is deemed by the Council to be an associate employer of Barnet Council and is therefore covered under the Modification Order. This means that any continuous service you currently have (within another local government service, or a school or any organisation signed up to the Modification Order) will be transferred with you into BELS"

It is a standard practice that prospective employees are offered the starting point of the pay scale and expect that staff would progress through the spine points on an annual basis. However, if there is a strong case to pay above the minimum of the scale, the Senior Management Team would consider the case.

Application Process

The closing date for applications – 10/12/26 at 12pm
Interviews will be held – 14/12/26

Completing Application Forms

To apply for this post, you must complete an online **application form** available within the job posting under Recruitment | Barnet Education & Learning Service | London (bels.org.uk) .

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the job description.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

It is important that you complete ALL sections of the application form.

Next Steps

If you are selected for interview, we will contact you by email and/or text message.