

# JOB DESCRIPTION

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| **Post Title:** | Business Support Officer (Safeguarding) | **Department / Service:** | Integrated Adult & Community Services, Business Support & Transformation |
| **Hours:** | 37 | **Level:** | G03 |
| **Location:** | Working across SS sites | **Job Evaluation Number:** | SL2052 |
| **Responsible to:** | Senior Administrator & Service Liaison Officer | **Responsible For: (Staff)** | None |

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| **Job Purpose:** |
| To provide a professional administrative and minute-taking business support service to all Social Care teams in respect of Safeguarding/Looked after Children/Family Support & Intervention/Vulnerable People. The Business Support function support sensitive, complex and distressing subjects for which a high level of emotional resilience is required. The team facilitate/co-ordinate and provide a high level of statutory support to frontline services. The post holder will ensure policies and procedures are followed in compliance with Data Protection and internal processes in line with statutory timescales, to meet set objectives to provide a high quality, efficient and effective service, whilst ensuring the organisational core values, departmental policies and objectives are adhered to. To provide support to and to act as a point of contact for line manager in his/her absence. |

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| **Duties and Responsibilities - Job Specific** | |
| 1. | **Minute taking (Daily activity)** |
| 1.1 | To attend, support and accurately record a high volume of formal meetings, via laptop, at complex, multi-agency, statutory panels and forums which also include family members i.e. Child Protection, Fostering, Initial Reviews, Adult Safeguarding etc. and adhere to legislative timescales. |
| 1.2 | To attend, support and accurately record non-statutory meetings, via laptop i.e. Multi-Disciplinary, Professionals, Best Interest, Sustainability. |
| 1.3 | Be responsible for the coordination of the appropriate venues and resources prior to each meeting e.g. meeting/waiting room facilities, conference calls set up, interpretation aids |
| 1.4 | To actively engage with the Chair prior and following a meeting in relation to presentation, format and context of minutes and to enter into discussions with the Chair on areas requiring clarification. |
| 1.5 | To be able to deal with and process information that is confidential/graphic and/or sensitive with the highest level of discretion and confidentiality. |
| 1.6 | To ensure minutes are typed and distributed using appropriate templates and in-line with departmental & statutory target timescales for approval. |
| 1.7 | On behalf of the Chair to distribute approved minutes, with any other required documentation to attendees (citizens, professionals and external professionals) and attach & process to the Client Information System (WCCIS) according to the relevant work stream. |
| 1.8 | Ensure compliance with IT Security Policy, Data Protection and encryption in the handling and distribution of information (EGRESS). |
| 2. | **Administrative Tasks (Daily activity)** |
| 2.1 | Daily coordinate diary arrangements and reschedule (where appropriate) a broad spectrum of statutory and non-statutory meetings liaising with internal and external professional agencies and citizens ensuring compliance with timeframes and Data Protection legislation. |
| 2.2 | To allocate daily tasks and monitor generic email accounts to ensure that they are completed within statutory time scales and to a consistently high standard. Prioritising workload throughout the day as demand requires. |
| 2.3 | Monitor meeting invites to ensure quoracy. |
| 2.4 | To be responsible for booking external venues for required meetings. |
| 2.5 | Daily input and maintain business work logs in order to track and audit activity and work flow current to the team. Analysis of work log spreadsheet to produce monthly and quarterly statistics for performance reporting and key performance indicators. Undertake cross referencing of spreadsheets to WCCIS. |
| 2.6 | To undertake regular quality assurance of information highlighting any concerns of accuracy or data breach to professionals. |
| 2.7 | Daily updating the Client Information System (WCCIS) in order that records are current, relevant and accurate, which is vital to the continuity & effectiveness of the decision making of the service, complying with Data Protection principles to ensure a complete record is available. |
| 2.8 | To provide cover for other administrative support staff as and when required. |
| 2.9 | Required to liaise and communicate with a range of people (Internal colleagues, Solicitors, relatives and external organisations) on complex or sensitive information and dealing with enquiries in relation to records within the boundaries of confidentiality. |
| 2.10 | To support the reviewing process in relation to looked after children. |
| 3. | **General Duties** |
| 3.1 | To assist in the organisation of the team in order to improve its efficiency, effectiveness and economy of service delivery. To be a team player and assist colleagues. |
| 3.2 | Contribute to the development of business support processes & review procedures. |
| 3.3 | Carry out word processing, scanning, printing, photocopying, data entry & transfer, and postal duties for the service area as directed. |
| 3.4 | Provide an efficient, courteous response to telephone and face to face enquiries for citizens and internal/external agencies. To be able to signpost and have the ability to deal effectively with a wide range of queries. |
| 3.5 | To answer the telephone bilingually – in Welsh and English |
| 3.6 | Ensure compliance with own mandatory training (e.g. Safeguarding awareness/Display screen assessor) and provide training, mentoring & assistance for new & existing staff. To be proactive in own personal development. |
| 3.7 | Work with line, section & team managers to ensure tasks are completed within statutory timescales. |
| 3.8 | Deputise when required for Senior Administrator & Service Liaison Officer and other internal Social Care departments requiring support (supporting Finance with Petty Cash) |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

**Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Business Support Officer**

**Date: October 2021**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Good standard of education (5 GCSE grade C or above (to include English) or minimum of 3 years office experience. | AF/V/I | E |  |
| NVQ 3 in Administration | AF/V |  | D |
| Minute taking via laptop with a minimum typing speed 35 words per minute | AF/T | E |  |
| Ability to communicate both orally and in written English emphasising correct grammar and spelling. | AF/I/T | E |  |
| Proven listening and comprehension skills to undertake accurate minutes. | AF/I/T | E |  |
| Good interpersonal skills. | AF/I | E |  |
| Proficient in the use of ICT/Computers and supporting software packages including Microsoft Word, Outlook & Excel. Demonstrable experience or qualification, i.e. ECDL | AF/I/T | E |  |
| Ability to search, update and extract data from a Client Information system. | AF/I/T |  | D |
| Ability to organise and prioritise work to comply with deadlines. | AF/I | E |  |
| To have a thorough understanding of the Data Protection legislation in context to the role. | AF/T | E |  |
| Knowledge and understanding of confidentiality and to act with discretion. | AF/I | E |  |
| Ability to work with due diligence paying attention to detail and following policies and procedures. | AF/I | E |  |
| To be able to work independently and as part of a team on assigned tasks. | AF/I | E |  |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is desirable. | AF/I |  | D |
| Knowledge of relevant legislation to specific post i.e. Social Care Wellbeing/Welsh Language Scheme. | AF/I/T |  | D |
| **Supervision & Management** | Attend and commit to own supervision & personal development sessions. | AF | E |  |
| Responsible for managing own workload in order to achieve set targets and statutory obligations. | AF | E |  |
| Provide direction and ‘on the job’ training to new starters within team and other staff inductions when required. | AF | E |  |
| **Creativity & Innovation** | Contribute to the development and reviewing of office practice and procedures. | AF/I | E |  |
| To directly address work related issues to achieve positive outcomes. | AF/I | E |  |
| Ability to adapt and have a flexible outlook on conflicting workload demands. | AF/T | E |  |
| Problem solve the intricacies of diary management and scheduling of priorities. | AF | E |  |
| **Contacts &**  **Relationships** | Liaising and communicating confidently with other professional disciplines (internal & external) and developing and maintaining good working relationships at all levels. | AF | E |  |
| Knowledge of other council services required to deal with queries and signpost people. | AF/I |  | D |
| Professional, pleasant and approachable personality. | AF/I | E |  |
| **Decisions / Recommendations** | Demonstrate ability of working within established guidelines/procedures and solving more complex problems. | AF/I | E |  |
| Ability to plan and delegate team tasks on own initiative considering workload demands. | AF | E |  |
| Ability to work with others to make recommendations for improvement of current procedures/processes to the team. | AF/I | E |  |
| Demonstrate commitment to the service, taking ownership of tasks and seeking to meet deadlines and targets. | AF/I | E |  |
| Experience of working within a demanding office environment and work well under pressure with an ability to deal with conflicting priorities and to deadlines. | AF/I/T | E |  |
| Ability to deal with interruptions, which may result in change of activity. | AF/I | E |  |
| **Resources** | Experience of securely handling various formats of information (i.e. client related documentation) | AF | E |  |
| To take responsibility for allocated equipment (laptop, phone, ID Passes, Locker Key) | AF | E |  |
| **Physical Demands** | To deal professionally with sensitive and highly confidential and at times disturbing information. | AF/I | E |  |
| A level of emotional resilience required to cope with distressing content/situation and potential volatility in meetings. | AF/I | E |  |
| Use of laptop, sitting, some standing/walking and occasional lifting. Be flexible in a work wise environment. | AF | E |  |
| High level of prolonged concentration in all tasks. | AF | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)