

# JOB DESCRIPTION

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| **Post Title:** | Business Co-ordinator – Children’s Residential Units | **Department / Service:**  | Children,Family & Safeguarding Service/ Social Services |
| **Hours:** | 37 | **Level:** | G04 |
| **Location:** | Conwy/ Denbighshire County | **Job Evaluation Number:**  | SL2475 |
| **Responsible to:** | Residential Unit Manager (Bwythn y Ddol/Ingleside) | **Responsible For: (Staff)** | Direct reports: 2 |

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| **Job Purpose:** |
| We are passionate about working together to make a positive difference to the lives of children and young people to ‘have the best life possible’ by providing them with a safe and supportive environment and a fulfilling experience where their voice is heard and centred on their individual needs and what’s important to them.The Business Co-ordinator will be responsible for the day-to-day administration support for the Residential Children’s Home. By managing the business support assistants, they will be responsible for leading on the development and delivery of high-quality support services to ensure that the home achieves its strategic aims for vulnerable children, young people, and their families within the current legislative framework.Postholder will be responsible for:* Manage operational business processes which will require developing operational measures to ensure the residential unit runs successfully;
* Manage the business support team to provide a high calibre administrative and analytical support to the unit;
* Support the Registered Manager to implement new and improved ways of working including the development of robust procedures and systems. Postholder will be responsible for the monitoring of systems.

Under the direction of the Registered Manager, work in conjunction with the Deputy Manager to efficiently use resources and staff capacity to deliver a high-quality service.* Postholder will ensure that process audits are undertaken to ensure the unit meets its statutory responsibilities, focusing on streamlined, effective support mechanisms.
* Liaison with other business management roles to ensure uniformed and consistent approach to departmental business functions
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| **Duties and Responsibilities - Job Specific** |
| **BUSINESS SUPPORT & ADMINISTRATION SERVICE** |
|  | To be an effective business partner for the service, ensuring robust relationship management, engaging, and building relationships, acting as a role model for collaborative partnership working to achieve the best possible outcomes for children with considerable emphasis placed on providing a therapeutic environment that facilitates recovery from the impact of physical, psychological, and emotional trauma, disrupted attachments and emotional pain children and young people have experienced. – job purpose, every role work towards vision. |
|  | Undertaking line management of the unit administration team to support service delivery to the Residential unit, ensuring the resilience and high levels of support within the administration team (x2 admin posts). |
|  | Be the responsible person for the development of the admin team and its relationship with other business teams in Social Care to ensure uniformity of approach and application of business processes. |
|  | To be responsible for the day-to-day management of direct reports (x2 Administrative Assistants) providing direction, delegating of work and co-ordinating annual leave, maintaining sickness records, and identifying training needs, ensuring the completion of supervision and PDR’s in line with Service and Corporate standards. |
|  | Support the Registered Manager/Deputy Manager to develop systems to ensure the coordination of the work of the service, quality standards and ensure a high quality of work. Including* Undertake quality spot checks on business processes to ensure

 compliance and deadlines are achieved. * Take a lead in resolving problems for the Registered Manager/Deputy Manager where appropriate and refer on as necessary.
* Acting as the first point of contact on behalf of the unit in relation to enquiries for appropriate action and signposting
* Co-ordinate support for meetings (team meeting/case discussion), preparing agendas, briefings etc.
* Undertaking an IT champion role for systems used in the unit.
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|  | Setting and encouraging the achievement of excellence in practice, supporting the unit managers to achieve high standards of performance through service monitoring and promoting a culture which is underpinned by open communication and team communication.  |
|  | To review and identify proposals and solutions which will improve service performance, by liaising with specialist teams to ensure effective advice, guidance, and support in line with service standards and commissioned services. Process mapping and policy development. |
|  | To support the Residential Unit Manager to ensure compliance with Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) at all times. To support good childcare practice through benchmarking against the code of practice. Risk management |
|  | On behalf of the residential unit, be the responsible officer for ensuring accurate recording of tracker spreadsheets and checklists to ensure the smooth and effective running of the residential unit. Including, implementation of monitoring systems and checklists to support routine running of the residential unit (i.e. housekeeping & H&S checklists, checklists/inventories to ensure rooms in the unit are age appropriate for transitioning placements). |
|  | To support the recruitment process in the residential unit, i.e., preparation of Job Descriptions, adverts, and approval documentation and attend interview panel as required. |
|  | To act as the coordinator for Property, Health and Safety and Business continuity ensuring responsive service to operational issues, coordination of a consistent approach and a planned delivery approach with appropriate escalation. Be the responsible site file co-ordinator ensuring compliance with H&S checklists and monitoring/CAMMS incident recording. Including, being the link to undertake unit inductions in support of the Registered Manager/ Deputy Manager. |
|  | Monitor delegated budget lines including unit resources/stock, placing orders as required within signatory limit. |
|  | To have budget oversight of allocated budgets to support the Registered manager and Deputy Manager. Supporting to ensure budgets are effectively managed, monitored and compliant with Council requirements and any risks appropriately managed, escalated, minimised and reported in accordance with the Council’s Financial Regulations and Standing Orders.  |
|  | In conjunction with the management team contribute to the continued developments of the unit seeking opportunities to enhance service delivery.  |
|  | Any other duty commensurate with the grade of the role as required. |

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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 Co-ordinator – Children’s Residential Units**

**Date: August 2022**

**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** | Educated to degree level or relevant equivalent experience.  | AF/I | E |  |
| Evidence of Continued Professional Development. | AF/I/V | E |  |
| Supervisory/Management qualification or equivalent (E.g.: ILM level 3 or a willingness to work towards achieving). | AF/I/V | E |  |
| Evidence of computer Literacy and proficiency with Microsoft Office packages (Word, Excel etc e.g. ECDL (or equivalent). | AF/I | E |  |
| Ability to work in a project environment to lead on work packages or support project teams. Hold or willingness to attain Prince2 Foundation accreditation.  | AF/I |  | D |
| Previous experience in Social Services or other Public Sector Service. | AF/I | E |  |
| Knowledge and understanding of Performance Management, detailed knowledge of the department and its information systems. | AF/I | E |  |
| Knowledge and understanding of legislation, guidance and policies in relation to Social Care Services.  | AF/I |  | D |
| An understanding of the Regulation and Inspection of Social Care (Wales) Act 2016. | AF/I |  | D |
| Experience of working in a demanding office environment and managing conflicting priorities. | AF/I | E |  |
| The ability and willingness to work in a multi-tasked fast-moving environment. | AF/I | E |  |
| Experience of Business System administration. | AF/I | E |  |
| Experience in analysing and validating data. | AF/I | E |  |
| Sound knowledge and understanding of Data Protection Legislation and Freedom Of Information Act. | AF/I |  | D |
| Knowledge and understanding of confidentiality, using the utmost discretion and diplomacy according to the situation. | AF/I | E |  |
| Ability to communicate both verbally and written through the medium of English.  | AF/I | E |  |
| Ability to communicate both verbally and written through the medium of Welsh. | AF/I |  | D |
| **Supervision & Management** | Experience of Line Management Duties. | AF/I | E |  |
| Ability to complete PDRs for administration staff. | AF/I | E |  |
| Flexibility to change and the ability to motivate and persuade others. | AF/I | E |  |
| Have experience and skills to manage, support and train staff and delegate effectively. | AF/I/R | E |  |
| Ability to deal with the demands of line management such as prioritising admin workloads and managing sickness/leave, recruitment etc. | AF/I/R | E |  |
| **Creativity & Innovation** | High degree of personal motivation with the ability to prioritise workload and meet deadlines. | AF/I | E |  |
| Stamina to ensure the provision of reliable and consistent Business Services and the ability to deal with problems as they arise. | AF/I | E |  |
| Ability to design and implement systems and procedures within the boundaries of Council Policies. | AF/I | E |  |
| The ability to accurately and methodically collect and record information of all types in the appropriate format based on audience. | AF/I | E |  |
| Ability to prepare reports, analyse and validate data and client-based information. | AF/I | E |  |
| The ability to identify and resolve problems assessing the situation, considering alternatives and developing alternative solutions. | AF/I | E |  |
| The ability to negotiate and communicate effectively with colleagues within the Department and other agencies. | AF/I | E |  |
| Ability to design and implement systems and procedures. | AF/I | E |  |
| The ability to deal professionally with staff personal information and sensitive client information, some of which may be disturbing.  | AF/I | E |  |
| **Contacts &** **Relationships** | Ability to deal with interruptions that may result in a change of activity. | AF/I | E |  |
| Ability to develop and maintain relationships & networks with a wide variety of professionals.  | AF/I | E |  |
| Value the safety of all staff. | AF/I | E |  |
| Commitment to Equal Opportunities. | AF/I | E |  |
| Ability to work with Senior Managers to make recommendations for developing procedures/processes.  | AF/I | E |  |
| Demonstrate commitment to the service, taking ownership of tasks and seeking to meet deadlines and targets. | AF/I | E |  |
| **Decisions / Recommendations** | Ability to work unsupervised. | AF/I | E |  |
| Ability to deal with conflicting priorities. | AF/I | E |  |
| Demonstrate ability of working within established guidelines/procedures and solving complex problems. | AF/I | E |  |
| Ability to deal with conflicting priorities in order to ensure that deadlines are met. | AF/I | E |  |
| The ability to contribute ideas and recommendations in the setting up of processes and procedures. | AF/I | E |  |
| Ability to make recommendations regarding data management systems used. | AF/I | E |  |
| Demonstrate commitment to the service, taking ownership of tasks and seeking to meet deadlines and targets. | AF/I | E |  |
| **Resources** | Responsible for laptop, low value stock and the co-ordinated use of software packages (section champion) and data systems. | AF | E |  |
| **Physical Demands** | The ability to travel throughout the County Borough for work purposes. | AF/I | E |  |
| Extensive use of keyboard & laptop, sitting, some standing/walking. | AF/I | E |  |
| Ability to deal with the pressure of timescales and resilience to work on a range of diverse and complex tasks running concurrently. | AF/I | 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)