

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Assistant	Grade: Sc3
Section: Business Support Service – Childrens Services	Directorate: Business and Resources
Responsible to following manager: Business Support Team Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: June 2022

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide a confidential, flexible, efficient and responsive support service and to work as part of the greater Business Support Service supporting all areas of the Children's Service's Department. All Business Support Assistants, when required, will need to have flexible approach in supporting other areas and at times may be required to work elsewhere across the directorate.

Specific Duties and Responsibilities

- Arranges and books rooms for teleconferences, planning meetings, family meetings and group supervisions including sending out invitations to service users, colleagues and partner agencies as deemed necessary.
- Take minutes for all teleconferences, meetings and group supervisions. To type up these minutes to a high standard and within set service timeframes. Ensure these minutes are distributed appropriately and uploaded to the council's case management system.
- To type and send letters, emails and information as necessary in accordance with council correspondence standards; Sends out letters and other documents in accordance with service requirements and set timescales.
- Prints and photocopies documents as required. Creates folders as directed by the service.
- Formats documents and reports as required. Laminates and binds documents/reports/books, to facilitate work with families and children.
- Inputs information and uploads all documentation required to MOSAIC as required, ensuring that this is done accurately and within set time frames.
- Ensures all service trackers are kept up to date.
- Ensure all areas of business are GDPR compliant and tasks are undertaken to ensure
- GDPR is considered at every level.
- Provide help and information to all staff and partners within the service as required to support families.
- Answer calls, dealing sensitively and helpfully with callers; taking accurate messages and distributing messages to colleagues in a timely manner.
- Maintains filing systems, scanning and naming documents appropriately to ensure they are easily accessible, as directed by the service.
- Arranges travel as required, for example booking taxi's, trains, arranging travel warrants and car park permits.
- Arranges and books interpreters as required.
- Works independently managing own workload and supports other business support colleagues.
- Confidently use IT systems and programmes and accurately inputs all data on all systems as required for the service.
- Provide administrative and IT support to the multi-agency teams involved.

- Undertake all mandatory training as directed by the service.

Additional Information

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond & Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

Job Title: Business Support Assistant	Grade: Sc3
Section: Business Support Service – Childrens Services	Directorate: Business and Resources
Responsible to: Nadine Burke-Jackman	Responsible for: N/A
Post Number/s:	Last Review Date: June 2022

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge and Experience of Microsoft Office (Word, Excel and Outlook) and other IT systems.	X		A/I/T
An understanding of safeguarding for children and young people and a willingness to attend training as required.		X	A/I/T
An understanding of the importance of confidentiality and an understanding of GDPR.	X		A/I/T

Experience	Essential	Desirable	Assessed
Experience of working in a busy social care environment and providing administrative support to a large diverse team of staff.		X	A/I/T
Experience of using Social Care recording systems.		X	A/I/T
Experience of taking and typing minutes for a range of different meetings.	X		A/I/T
Skills	Essential	Desirable	Assessed
Ability to maintain data integrity though accurate and timely recording of information	X		A/I/T
Ability to deal with competing demands through planning and prioritisation.	X		A/I/T
Ability to deal sensitively, calmly and effectively with enquiries from staff and service users through a range of methods including phone and emails.	X		A/I/T
Ability to maintain filing and record keeping systems, both manually and electronically.	X		A/I/T
Ability to take and relay messages accurately.	X		A/I/T
Excellent levels of numeracy, literacy and attention to detail.		X	A/I/T
Must be able to work independently, managing own workload effectively but be willing to undertake team members work to help with demands to service.	X		A/I/T
Qualifications	Essential	Desirable	Assessed
Educated to GCSE level C or above (or equivalent) in Mathematics and English.	x		C

A – Application form / CV

I – Interview

T – Test

C - Certificate