



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Officer / Senior Business Support Officer	Grade: SC5 – SO2
Section: Business Support Service – Children’s Services	Directorate: Children’s Services
Responsible to following manager: Business Support Team Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: October 2020

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 Officers and Senior Business Support Officers 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

SC5

- Provide help and information to all staff and partners within the service as required to support families.
- To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- Ensure all areas of business are GDPR compliant and tasks are undertaken to ensure GDPR is considered at every level.
- Inputting data, including collection of statistical information and working with the performance team to ensure clear concise and up to date data for each area of the service.
- Individual responsibility for professional development and the drive to identify it through appraisals and training programmes.
- Undertake all mandatory training where deemed necessary by the service.

SC6

- Answer calls, dealing sensitively and helpfully with callers; taking accurate messages and distributing messages to colleagues in a timely manner.
- Confidently use IT systems and programmes and accurately inputs all data on all systems as required for the service.
- Maintains filing systems where deemed necessary, scanning and naming documents appropriately to ensure they are easily accessible.
- To type and send letters, emails and information as necessary in accordance with council correspondence standards; maintaining circulation lists and preparing address labels to facilitate this activity.
- Setting up new starters on systems inclusive but not definite including MOSAIC and Capita. Help provide with equipment inclusive of laptops, mobile phones and remote working capability
- Able to problem solve, putting in solutions to long term issues to maintain the business support service.
- Works independently managing own workload and supports other business support colleagues.
- Inputs and uploads information to MOSAIC and other case management systems as required. Ensure that this is done accurately and within set time frames.
- Take minutes for meetings as required for the service. This will include Legal Planning Meetings (LPM), strategy meetings, Child Protection Conferences, CLA reviews and Group Supervision administration which includes ensuring recording on system and distribution within both legislative and service timescales

SO1 – Senior Business Support Officer

- Senior Business Support Officers should be able to undertake the above duties and responsibilities to the highest standard.
- Senior Business Support Officers will have confidence in training/mentoring business support officers to ensure the service is working at the highest standard.
- Senior Business Support Officers will be expected to supervise a minimum of 4 Business Support Officers as deemed necessary by the Business Support Team Manager
- Senior Business Support Officers will deputise in the absence of the Business Support Team Manager.
- Creates new and amends existing suppliers on the Integra finance system. Investigate and resolves any issues on the Integra system and when required.

SO2

- To lead and assist with the compliance of procedures for financial and budgetary control, following financial systems as required by the local authority. Carrying out financial transactions in accordance with audit procedures.
- Provide administrative and IT support to the multi-agency teams involved.
- To be familiar with the service requirements and demonstrate the ability to deal with a varied workload.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnership.
- 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 and 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

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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
Sound knowledge and experience of Microsoft Office (all elements) and an ability to provide some IT support and advice to new team members	X		A / I
An understanding of the importance of confidentiality and understanding of safeguarding Children Young People	X		A / I
Willingness to learn other team members areas of work to be able to	X		A / I

cover other areas as deemed necessary by the Principal Business Support Officer.			
An understanding of GDPR	X		A / I
Experience	Essential	Desirable	Assessed
Experience of working in a busy social care environment.	X		A / I
Experience of using Social Care recording systems.	X		A / I
Experience of providing office administrative support to a large diverse team of staff including induction of new staff.	X		A / I
Experience of managing spends and using financial systems within the local authority.	X		A / I
Skills	Essential	Desirable	Assessed
Ability to maintain data integrity though accurate and timely recording of information.	X		A / I
Ability to collect and collate information quickly and accurately and accurately enter spreadsheet and database information and produce reports	X		A / I
Ability to deal with competing demands through planning and prioritisation.	X		A / I
Ability to deal sensitively, calmly and effectively with enquiries from staff and service users through a range of methods including phone and email.	X		A / I
Ability to maintain payment systems and to manage filing and record keeping systems (manual and electronic)	X		A / I
Ability to take and relay messages accurately	X		A / I
Ability to deal with competing demands through planning and prioritisation to meet deadlines	X		A / I
Strong communicator who can communicate effectively with senior council officers, health professionals, partner agencies and service user's independently.	X		A / I

Excellent levels of numeracy, literacy and attention to detail.	X		A / I
Must be able to work independently, managing own workload effectively but be willing to learn and undertake team members work to help with demands to service.	X		A / I
Ability to deal sensitively, calmly and effectively with any situation including colleagues, service users and senior managers.	X		A / I
Qualifications	Essential	Desirable	Assessed
Educated to GCSE level C or above (or equivalent) in Mathematics and English.		X	A / I
Experience or qualification in business administration.	X		A / I

A – Application form / CV

I – Interview

T – Test

C - Certificate