

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: Principal Business Support Officer	Responsible for the following staff: N/A
Post Number/s: ***NEW POST*** X3	Last review date: June 2022

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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 comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act 1989 and amendments 2004 and Working Together in relation to.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.

- To adhere to security controls and requirements as mandated by the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A / I / T / C
Knowledge and Experience	
Knowledge and Experience of Microsoft Office (Word, Excel and Outlook) and other IT systems.	A / I / T
An understanding of safeguarding for children and young people and a willingness to attend training as required.	A / I / T
An understanding of the importance of confidentiality and an understanding of GDPR.	A / I / T
Experience of working in a busy social care environment and providing administrative support to a large diverse team of staff.	A / I
Experience of using Social Care recording systems.	A / I
Experience of taking and typing minutes for a range of different meetings.	A / I / T
Skills	
Ability to maintain data integrity though accurate and timely recording of information.	I / T

Ability to deal with competing demands through planning and prioritization.	I / T
Ability to deal sensitively, calmly and effectively with enquiries from staff and service users through a range of methods including phone and	I
Ability to maintain filing and record keeping systems, both manually and electronically.	I / T
Ability to take and relay messages accurately.	I / T
Excellent levels of numeracy, literacy and attention to detail.	A / 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.	I
Qualifications	
Educated to GCSE level C or above (or equivalent) in Mathematics and English.	C

A – Application form / CV

I – Interview

T – Test

C – Certificate

