

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Officer – Service Users and Events	Grade: SO1
Section: Wandsworth Sensory Support Service	Directorate: Children’s Services Education SEND and Inclusion
Responsible to following manager: Head of WSSS	Responsible for following staff: Business Support Assistant
Post Number/s: RWC9115	Last review date: N/A

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

Wandsworth Sensory Support Service (WSSS) is available to all children and young people with sensory impairment residing or attending school in Wandsworth. The service is skilled in caring for children and families who are affected by deafness and/or vision impairment. WSSS offer direct educational support, including Early Intervention and parental guidance. WSSS also offer through its Short Break programme a holistic support package including extra-curricular activities and social opportunities to enhance the wellbeing of families of children with a sensory loss.

This role provides general administrative support for the whole WSSS caseload and requires working in a confidential, flexible, and responsive manner under the guidance of the Head of Service. The successful candidate will have previous experience of working in a busy administrative environment at a similar level and be confident in using Microsoft 365 tools, databases, create and post social media content. This role would be responsible for the development of our short breaks offer. It is desirable for the candidate to demonstrate experience in developing and coordinating events.

Specific Duties and Responsibilities

- Provide help and information to all staff and partners within the service as required to support families.
- To ensure that the management team 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.
- Management of database information – including student data, assessment records and other related information. Uploading and dissemination of reports and communications about CYP.
- Individual responsibility for professional development and the drive to identify it through appraisals and training programmes.
- Undertake all mandatory training when deemed necessary by the service.
- Answer calls, dealing sensitively and helpfully with callers; taking accurate messages and distributing messages to colleagues in a timely manner.
- Communicate directly with CYP, families, clinical staff and educational settings and encourage trusting relationships.
- 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.
- Works independently managing own workload and provide administrative and IT support to the WSSS staff.
- Prepare agendas and take minutes for meetings as required for the service. Meetings include Managers, Peri-Teams, and Early Years Meetings.
- To provide general administrative support e.g. photocopying resources, filing, completing routine forms, responding to routine correspondence etc. to ensure the functionality and coordination of WSSS activities.

- Creates new and amends existing suppliers on the Integra finance system. Investigate and resolves any issues on the Integra system and when required.
- To support 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.
- To be familiar and apply WSSS protocols and requirements, including referrals, demonstrating the ability to deal with a varied workload.
- Develop and promote a program of activities which encourage the engagement of children and young people with a sensory loss in their community.
- Collaborate in the development of materials such as brochures, flyers etc to promote the service and its activities across the borough.
- Create and post content on the WSSS social media channels and website to increase our online presence in the sector.
- Coordinate the Short Breaks Program Development.
- Conduct market research on needs of the WSSS community and analyse reports/ questionnaires
- Develop a calendar of events and activities for the range of CYP and families throughout the year.
- Manage data and provide regular reports on the offer to WSSS members and the LA.
- Assist in the organizing of face-to-face events and traditional or digital campaigns and attend them to facilitate their success.
- Support the team members in organizing various projects.

Generic Duties and Responsibilities

- 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 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,

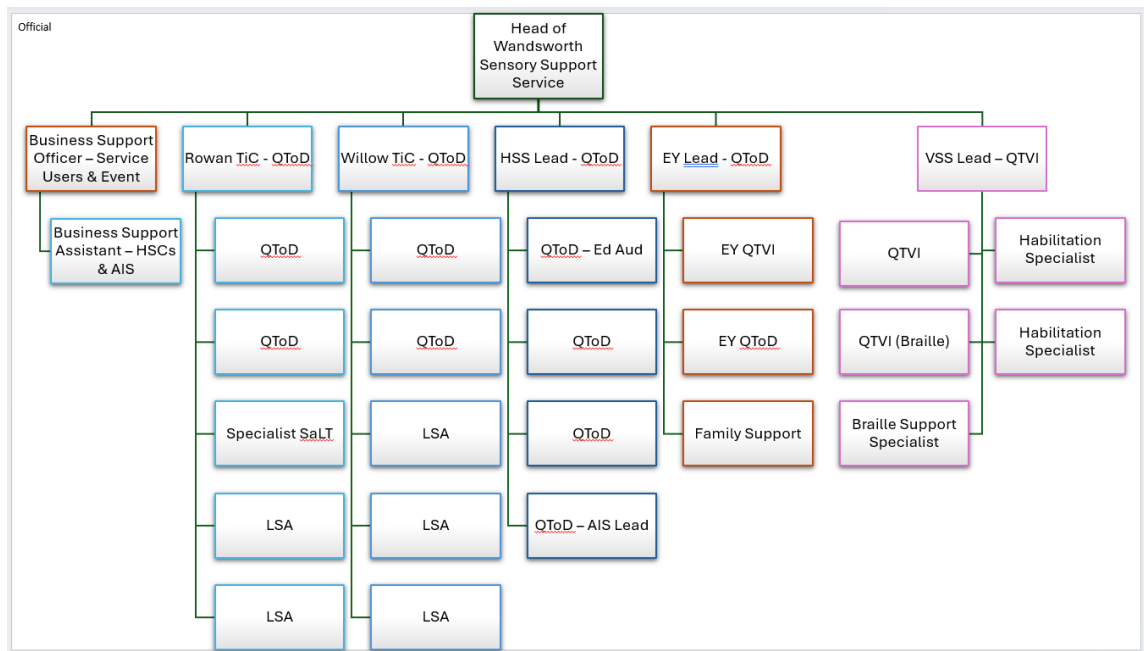
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- 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.

Additional Information

- 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.

Team structure



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 365 (all elements) and an ability to provide some IT support and advice to new team members		x	A/ T/ I
An understanding of the importance of confidentiality and understanding of safeguarding Children Young People	x		A/ I
Willingness to learn about the impact of sensory loss in the development of CYP with Sensory Loss and their families and how to support as a business support officer		x	A/ I

An understanding on how GDPR applies to all the activities covered by Business Support Function	x		A/I
Experience	Essential	Desirable	Assessed
Proven experience as an administrative assistant with experience in event coordination and marketing	x		A/ T/ 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 through 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/ T/ I
Ability to deal with competing demands through planning and prioritization	x		A/ T/ 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/ T/ 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/ T/ I
Strong communicator who can communicate effectively with WSSS members, health professionals, partner agencies and service users independently	x		A/ T/ I
Excellent levels of numeracy, literacy, and attention to detail	x		A/ T/ 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 create and disseminate digital content using different channels including emails, social media, and websites.		x	A/ T/ I
Qualifications	Essential	Desirable	Assessed
Enhance DBS (Disclosure and Barring Service)	x		C

A – Application form / CV
I – Interview
T – Test
C - Certificate