



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Officer (Childrens Planning and Review Team Safeguarding Standards /Generic Children's Social Care)	Grade: Scale 6
Section: Children Safeguarding Service	Directorate: Children and Families
Responsible to following manager: Principal/Senior Business Support Officer/ Team Manager	Responsible for following staff: N/A
Post Number/s: C0475, C0470, C0473	Last review date:

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, to include (but not exhaustive) action-minute taking of LPM/Strat meetings (where required), photocopying and filing; updating Electronic Social Care System (Mosaic), processing incoming and outgoing mail, maintain office stationery, data input and data collation on behalf of the social work teams and contact centres in support of their statutory function.



Main duties and responsibilities

- 1 To provide Business and Administrative support be familiar with the service requirements and demonstrate the ability to deal with a varied workload.
- 2 Setting up new starter on systems (Mosaic) Wandsworth I.T. Account and with equipment, such as: telephone; laptops and remote working capability. Assisting Safeguarding Children Manager /Team Manager with Induction of new team members.
- 3 Working with CPC/IROS/Social Workers and staff to maintain good data integrity, ensuring recording of child protection conference/CLA reviews Visit; Contact and Allocations; Children and Young People (CYP) coming into Care Notifications; completing of Health Assessments; Childs Journey and Missing Data and transfer check lists within timescales.
- 4 Process and maintain records using both manual and computerized systems. Inputting data, including collection of statistical information. To ensure the robust administration and management of data, collation, processing of information and statistics and reports and spreadsheets.
- 5 Take action-minutes, where required, but not limited to Legal Planning Meetings (LPM); strategy Meetings; Children Protection Conferences and CLA Reviews and ensure recording on system and distribution within timescale in agreement with your line and team managers.
- 6 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. To maintain budget and Petty Cash and imprest accounts (where applicable) and make payments as required and that systems are in place to track transactions.
- 7 Where appropriate to be able to support Centre Management requirements such as Health and Safety; Reception; Imprest Accounts. (applicable in such areas as Contact Centre Administration).
- 8 To type and send letters emails and information as necessary in accordance with council correspondence standards maintaining circulation lists. To manage the incoming and outgoing post including opening sorting and distributing mail.

General duties

1. 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 child



protection and safeguarding children and young people as this applies to your role within the Council.

2. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
3. 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 protect.
4. Generally, promote the services of the department by assisting the public in person or by telephone in a helpful and courteous manner.
5. Carry out all duties in accordance with Richmond and Wandsworth SSA Equal Opportunities policy with respect to the staff and public actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.
6. To be responsible for professional development and attend training in agreement with your line manager.
7. To embrace and carry out your work in accordance with the SSA's staff Behaviour and Values requirements.
8. To undertake any other duties as required commensurate with 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 (see below for explanation)
Experience	
Experience of working in a busy social care environment with professionals and public	A & I

Sound knowledge and experience of Microsoft Office (Word Excel Outlook Access and PowerPoint) and an ability to provide some IT support and advice to new team members	A & I
Experience of using Social Care Recording Systems such as Mosaic	A & I
Experience of providing office administrative support to a large diverse team of staff	A & I
An understanding of the importance of confidentiality and understanding of safeguarding Children Young People	A & I
Ability to maintain data integrity through accurate and timely recording of information	A
Ability to collect and collate information quickly and accurately such as taking action minute	A
Ability to deal with competing demands through planning and prioritization in order to meet deadlines	A
Ability to deal sensitively calmly and effectively with enquiries from a range of staff, telephone or personal callers	A
Ability to accurately enter spreadsheet and database information and produce reports	A
Ability to maintain payment systems and to manage filing and record keeping systems (manual and electronic)	A
Ability to take and relate messages accurately	A
Willingness to learn other team members areas of work to be able to cover high work demands annual leave and sickness	A & I
Qualifications	
Good levels of numeracy and literacy	A & I
A willingness to engage in professional development the appraisal processes and a willingness to attend training as required	A & I

A – Application form / CV

I – Interview

T – Test

C - Certificate