**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Safeguarding Facilitator. | **Grade**: Scale 6 |
| **Section:**  Prevention, Early Intervention and Professional Standards | **Directorate:**  Education and Social Services |
| **Responsible to following manager:**  Head of Safeguarding Adults/ Safeguarding Adults Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **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**

The Safeguarding Adults Administrator has a primary responsibility to provide comprehensive administrative support to the Safeguarding Adults Team, Safeguarding Adults Boards and operational teams across Richmond and Wandsworth boroughs that ensures a consistently high level of response to both internal and external customers, including service users, their families or carers.

The post involves minute-taking for safeguarding adults meetings and wider strategic meetings, as required by the Head of Safeguarding Adults/Safeguarding Adults Manager/Safeguarding Adults Board Manager. Duties also incorporate updating the Electronic Social Care System (Mosaic), processing incoming and outgoing mail, maintenance of office stationery.The post holder handles, diverts and resolves, wherever possible, incoming enquiries from the public, relevant Council officers and partners through various access channels, including telephone, face-to-face, web, email and letter, ensuring that as many enquiries as possible are resolved at first point of contact and ensuring a response within required timescales. Further key duties include collation of performance monitoring information, producing data for the Head of Safeguarding Adults/Safeguarding Adults Manager, and general office tasks.

**Specific Duties and Responsibilities**

1. To support the Safeguarding Adults Team, Safeguarding Adults Coordinators and Safeguarding Adults Senior Administrator in contributing to continuous improvement in service delivery through effective and efficient administrative systems.
2. To provide comprehensive administrative support to the Safeguarding Adults Team, Safeguarding Adults Board and operational teams including minute-taking, word-processing, collation of information and data, message taking/giving, filing, photocopying, and postal services.
3. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
4. To support the administration of the Safeguarding Adults Board, including taking minutes and distributing them accordingly on agreement of the chair.
5. To develop, implement, maintain and continuously review computerised administrative systems for the Safeguarding Adults Team, input 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.
6. To maintain up-to-date records of membership of the Safeguarding Adults Board and its sub-groups and relevant agencies.
7. To provide an advanced word-processing service for the Safeguarding Adults Team, Safeguarding Adults Board and operational teams and produce power point presentations.
8. To ensure provision of supplies, catering, venue hire and equipment provision for corporate events, and distribute safeguarding adults materials as requested or required.
9. To contribute towards the development of good working relations and collaborative arrangements with partner and other external organisations.
10. To act as first point of contact for the Safeguarding Adults Team and Safeguarding Adults Board, and respond to incoming communications and enquiries using own initiative and discretion to resolve issues where possible on their behalf.
11. To provide comprehensive business support service to the Safeguarding Adults Team and Safeguarding Adults Board, including managing diaries, correspondence, organising and preparation of paperwork for meetings, preparation of agendas, collating and circulating papers, minuting meetings, travel arrangements and collation of information and data, whilst maintaining the strictest confidentiality.
12. To liaise with our Council departments, other London boroughs, and external agencies as required.
13. Setting up new starters on with Wandsworth I.T. Account and equipment, such as telephone extensions; mobile telephones, laptops and remote working capability. Assisting Team Manager with Induction of new team members.
14. To perform any other duties which are consistent with the role arising from legislation, policy or organisational change.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* 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 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.

**Additional Information**

* The post involves travel across the boroughs of Richmond and Wandsworth, may require the flexibility to work outside usual hours when necessary to fulfil the role.
* The issues discussed at Safeguarding meetings may be distressing and will require a calm, level-headed and compassionate approach from the post holder.

**Current team structure**

**Person Specification**

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| **Job Title:**  Safeguarding Administrator | **Grade**: Scale 6 |
| **Section:**  Prevention, Early Intervention and Professional Standards | **Directorate:**  Education and Social Services |
| **Responsible to following manager:**  Head of Safeguarding Adults/ Safeguarding Adults Manager | **Responsible for following staff:**  N/A |
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**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by**  **A**  **& I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Understanding of the functions of a Social Services Directorate as they relate to services for adults and knowledge of current legislation as it relates to Safeguarding Adults. | A and I |
| Understanding of the need for confidentiality and the ability to work in a confidential manner. | A and I |
| Understanding of Council equal opportunities policies and how this impacts on the role of administrator within Adult Social Services | A and I |
| **Experience** | |
| Extensive experience of using networked computer systems and of developing and using PC based applications, e.g. Microsoft Outlook, Word, Access, Excel and PowerPoint, general administrative experience including inputting data, recording of information using databases, locating files, liaison with other teams, answering telephone enquiries and implementing and working effectively with procedures/systems. | A, I & T |
| Experience of minute taking at safeguarding or similar client-focused meetings, and of coordination with other agencies and maintaining an administrative system which has similar characteristics to the Deprivation of Liberty Safeguards referrals process. | A and I |
| Experience of communicating effectively and sensitively with colleagues in other internal and external Directorates, and independent and voluntary organisations, both orally and in writing. | A, I & T |
| **Skills** | |
| Ability to work effectively as part of a team and with other professional groups, providing effective administration to support the operation of the service. | A and I |
| Ability to work on own initiative and to work effectively with supervision, to organise and prioritise own tasks within a busy environment, managing a varied and demanding workload with competing priorities. | A and I |
| Ability to develop appropriate administrative systems and procedures and train others in their use e.g. creation of a new filing system, IT database or spreadsheet | A, I & T |
| **Qualifications** | |
| No formal qualifications but evidence of literacy and numeracy. | A, I & T |

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)