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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Business Support Lead – Children’s Services | **Post No** | W6355 |
| **Directorate** | Children’s Services | | |
| **Division** | Children, Young People and Families | | |
| **Band and Salary** | Band D  £31,586 to £36,124 per annum. Incremental progression is subject to performance. | | |
| **Responsible to** | Business Support Manager | | |
| **Location** | Bluebell Centre / Chelmunds Place | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |
| **Special Conditions** | The post holder may need, on occasions, to travel to other locations across the borough to undertake their duties. | | |

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| **Role Purpose** |
| To work across the Children’s Social Work Service, with a team of Business Support Officers, to ensure that the service is administered in an efficient, effective and consistent manner that enables staff to deliver work.  To contribute and lead on the development and operation of systems and processes within Children’s Services. These will cover performance targets, team systems, service management and to ensure high quality data is recorded and maintained.  To ensure that resources are appropriately allocated and that administrative deadlines are met.  To facilitate the collection and presentation of data and information to assist strategic planning, local planning and data sharing across departments/agencies/organisations. |

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| **Role Responsibilities** |
| **Main Duties**   * Contribute to the development of systems and processes to ensure the availability and provision of good quality and up to date information to managers to support sound decision making and business planning. * Support the identification development and utilisation of new systems and technology. * Ensure a consistent approach to processes, systems and data recording. * Input, monitor, maintain and update all in-house systems and identify and report any issues or problems arising. * Collect, collate and provide regular analysis and audits of accuracy of data as requested. * Within requirements, policy and legislation, manage any requests for access to information and records. * To provide and maintain up-to-date information and statistics relevant to the service. * To undertake a range of data analysis tasks and present data and information including specified statutory data. * Developing and auditing appropriate data monitoring systems in conjunction with Information Management Team. * Ensure there is an efficient and effective administrative support service including copy typing, word processing, electronic messaging, correspondence, filing etc. * To liaise with other departments and organisations to ensure the best use of facilities and resources. * Support and assist in developments and updates to relevant policies and procedures. * To represent and inform the Service on matters relating to wider information sharing protocols. * To comply with and work within all corporate policies and procedures. * The setting up of spread sheets in order to monitor and track information. * To work closely with the Head of Service to provide support and assistance when requested. * Contributing to development of systems between the service and other sections of the Council and other organisations.   **People**   * To lead a Business Support Team in ensuring an efficient and effective administrative support service to support social workers and Team Managers. * To ensure relevant staff are supervised and managed, inclusive of induction, supervision, appraisal and performance management in accordance with corporate requirements, ensuring their ability to carry out their job effectively. * To undertake systematic assessment of the training needs of administrative staff. * To ensure that staff have appropriate development opportunities and access to advice and support as required. * Build and maintain positive working relationships with internal and external stakeholders and colleagues.   **Finance**   * To work with all financial procedures and requirements, ensuring that all resources, equipment and money are used, maintained and accounted for within the council guidelines and procedures. * To ensure compliance with agreed SMBC financial processes and procedures.   To carry out such other duties as may be required from time to time and are commensurate with the grade of the post. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Level 3 qualification or equivalent in Business Administration.  Or  The ability to demonstrate, through extended experience and training, the necessary knowledge to carry out the full range of duties. | ICT Certificates or training.  RSA II Typing or equivalent  Management/ leadership qualification | Application Form  Certificates |
|  | RSA II Typing or equivalent | Application Form  Certificates |
|  | Management/ leadership qualification | Application Form  Certificates |

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| **Experience & Knowledge** | Substantial administration experience including the manipulation and analysis of data. | Experience of working in an organisation that delivers public services | Application  Interview |
| Experience of successful management of a team and supervision of staff. |  | Application  Interview |
| Knowledge and experience of interpreting and implementing complex procedures. |  | Interview |
| Experience of developing and improving systems and new ways of working. | Experience in implementing change | Application  Interview |
| Dealing with confidential and sensitive information and data. |  | Interview |

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| **Skills & Abilities** | Ability to maintain accurate and detailed records, manipulate and review data. |  | Application  Interview |
| The ability to manage a team including organising and prioritising workloads to ensure work is completed within set timescales. |  | Application  Interview |
| Well developed, effective oral and written communication skills, able to share and exchange knowledge and information with a range of audiences. |  | Application  Interview |
| The ability to utilise a wide range of computer packages including spread sheets, document processing and e-mail. | Microsoft Office including Excel, Word and Outlook. | Application |
| Able to establish and maintain good working relationships with a wide range of stakeholders. |  | Application  Interview |
| The ability to take accurate minutes in large complex meetings. |  | Interview |
| The ability to demonstrate problem solving. |  | Application  Interview |
| Negotiation skills. |  | Application  Interview |
| The ability to work on own initiative and as part of a team. |  | Interview |
| The ability to respond effectively to challenging situations. |  | Application  Interview |
| Ability to work with accuracy and attention to detail. |  | Interview |
| Positive and pro-active approach to change. |  | Interview |
| The ability to collect, organise and present information. |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |
| **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential**.** | Interview |

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| **Other Requirements** |  |  |

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| **Compiled/Reviewed by** | Kelly Hardman |
| **Date** | 4 November 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.