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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 Officer | **Post No** | W6730 |
| **Directorate** | Children’s Services | | |
| **Division** | Children, Young People and Families | | |
| **Band and Salary** | Band C  £24,702 to £27,334 per annum. Incremental progression is subject to performance. | | |
| **Responsible to** | Business Support Lead | | |
| **Location** | Chelmunds Place, Elmwood and Bluebell | | |
| **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. | | |

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| **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** |
| The role is to provide general administration support to social work professionals to enable them to concentrate on delivering their professional duties. |

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| **Role Responsibilities** |
| * To provide full administrative support to the service. * To undertake the proactive tracking of key information and performance data ensuring that data quality is maintained. * To support workers in diary management, arranging venues and coordination of meetings * To act as a key contact for all incoming enquiries, building relationships with young people, carers, families and other professional to handle issues effectively and with sensitivity and discretion. * To effectively use IT equipment and systems. * To assist social workers in the use of electronic client records systems and support professionals to ensure the accuracy of all data entered onto systems. * To ensure all incoming correspondence is dealt with effectively and within corporate standards. * To take accurate minutes at large, complex meetings, and transcribe and circulate them within agreed timescales. * To maintain extensive filing and record keeping systems, prepare legal files, photocopy confidential material and assist in the preparation of case records as needed in line with Access to Records Policy. * To provide supervision and training to other colleagues as appropriate and required.   Any other duties as may be appropriate to achieve the objectives of the post or to assist the Directorate in the fulfilment of its objectives, commensurate with the post holders grade, abilities and aptitude. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Four GCSEs including Maths and English at Grade A\*-C or 4-9 (or equivalent)  OR  The ability to demonstrate an equivalent level of numeracy and literacy skills  OR  NVQ Level 2 in Business Administration | Further ICT Certificates | Application Form  Certificates |
|  | RSA II Typing or equivalent | Application Form  Certificates |

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| **Experience & Knowledge** | Significant experience of office administration | Experience of working in an organisation that delivers public services | Application Form  Interview |
| Experience of using a wide range of computer packages including Microsoft Word, Excel, and Outlook (or equivalent) | Experience of using Liquidlogic and PaperLite | Application Form  Test  Interview |
| Experience of using and maintaining information management systems for performance and data analysis |  | Application Form  Interview |
| Experience of working under pressure and to tight deadlines |  | Application Form  Interview |
|  | Experience in supervising and training staff | Interview |
| Experience of dealing with challenging situations |  | Interview |
| Experience minuting meetings | Experience minuting large complex meetings | Interview |

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| **Skills & Abilities** | Well-developed oral and written communication skills |  | Application Form  Interview |
| Well-developed interpersonal skills |  | Interview |
| The ability to demonstrate problem solving and negotiation skills |  | Interview |
| The ability to work on own initiative and as part of a team |  | Interview |
| The ability to collect, organise and present information |  | Interview |
| The ability to organise, prioritise and manage a flexible workload for yourself and others |  | Application Form  Interview |
| Accuracy and attention to detail |  | Application Form  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 |

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| **Other Requirements** |  |  |

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| **Compiled/Reviewed by** | Kelly Hardman |
| **Date** | October 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.