

## JOB DESCRIPTION

**Job Title:** Business Support Officer

**Directorate & Section/Unit:** Worcestershire Safeguarding Children Partnership (WSCP)

**Reporting to:** Worcestershire Safeguarding Children Partnership Co-ordinator

**Responsible for:** None

**Salary Grade:** 3

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### Purpose of job:

- To be the first point of contact for a wide range of enquiries to WSCP from the public and professionals.
- To support central generic administration functions within WSCP, including arranging meetings and minute taking for WSCP Subgroups
- To provide administrative support to the Partnership Co-ordinator to ensure effective communication between the Partnership and its partner agencies
- To support generic financial administration, and assist the Partnership Co-ordinator in monitoring and managing the WSCP budget
- To maintain the WSCP parts of the joint safeguarding website

### Main Activities & Responsibilities:

- Ensure, with the Partnership Co-ordinator, the preparation and distribution of agendas, papers and minutes for the WSCP Executive Group and the Sub-Groups in line with agreed standards.
- Take and transcribe minutes of the WSCP Executive Group and the Sub-Groups, ensuring the key points of discussion and actions are clearly recorded. This may include complex legal and medical terminology.
- Take responsibility for the circulation of letters and reports on behalf of WSCP members and staff
- Make arrangements for Partnership, Executive Group and Sub-Group meetings, virtually and face-to-face i.e. book venues and arrange refreshments if required.

- Prioritise incoming messages and queries, alerting the Partnership Co-ordinator and members of the WSCP to matters which require attention.
- Use desktop publishing software to design posters and leaflets to promote the work of the WSCP and its Sub-groups
- Work with the Partnership Co-ordinator to regularly update the WSCP pages of the joint safeguarding website
- Ensure that any specified procedures for ensuring the security/confidentiality of information are always maintained
- Administration of the Child Safeguarding Practice Reviews, including taking minutes during meetings of the group and preparation and distribution of the report
- Assist in arrangements for implementing decisions of the Executive Group and sub-groups including:
  - Immediate notification to relevant agencies of any decisions made
  - Immediate distribution of local and national policies/guidance
- Provide first point of contact for email or telephone enquiries, deal with such enquiries and refer on when appropriate
- Take individual responsibility for managing and prioritising workload and duties and work to defined timescales
- Take initiative in developing new systems to increase efficiency/effectiveness of the work of the WSCP

### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, and participate in appropriate training activities
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

## **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

## **Additional Information:**

- The ability to travel throughout the county, including areas where there is limited public transport where required.
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Sammi Young

Date: 21/11/2014

Date of grading confirmation: 26/11/2024