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**JOB DESCRIPTION**

**Job Title:** Business Support Officer

**Directorate & Section/Unit:** All Age Disability - Business Support

**Salary Grade:** Scale 5

**Reporting to:** SEND Senior Casework Officer

**Responsibility for:** N/A

**Our People Values:**

Our Vision, Mission, and Values define our reason for being. They are indicators of our direction of travel, to guide services and colleagues.

* ***Children at our Heart -*** We will keep children and young people at the heart of everything we do
* ***Value Family Life -*** We will support and empower parents to care for their own children well
* ***Good Education for All -*** We will value education as the best start in life for all children and young people
* ***Protection from Harm -*** We will act in a professional and timely way to protect children from harm
* ***Embrace Diversity*** – A progressive culture of championing equality, diversity, and inclusion

**Purpose of job**

* Provide a range of business support activities to enable the service to meet its statutory obligations and to provide timely and effective services to children, young people, their families and carers.

**Main Activities & Responsibilities:**

* Provide the first point of contact for colleagues, staff from partner organisations and service users and determine how matters can be most effectively progressed from this first contact.
* Develop and maintain financial systems and assist in monitoring the All-Age Disability budget.
* Progress work activities within specific projects and tasks delegated by the Manager/s to contribute to the effectiveness of the service.
* Collate and prepare the presentation of performance data relating to service activities. Initiate work, for example case file audits, in support of the scrutiny of service performance.
* Undertake specific, service projects/tasks including investigation, identification, research and collation of information.
* Handle a range of administrative work in support for the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings and events.

**Generic Accountabilities:**

* To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
* 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 Equal Opportunities Policy.
* Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
* This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Bureau (CRB) check (as defined by the Police Act).

**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, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Headteachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

**Additional Information:**

* 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.

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| Author: Siobhan Williams | Date: December 2012  Date of grading confirmation: March 2013  B Weaver - Updated November 2018 (Directorate details only)  R Watkins – Updated January 2020 (Directorate details and financial tasks) AB 2023 our people values and quals updated |
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**PERSON SPECIFICATION**

**Job Title:** Business Support Officer

**Directorate & Section/Unit:** All Age Disability - Business Support

**Salary Grade:** Scale 5

**EXPERIENCE:**

It is **essential** that the post holder has:

* Significant experience of working in SEND or similar environment.
* Considerable experience working in a role responsible for co-ordinating activities.
* Demonstrable computing experience, especially in the use of software packages of MS Office including the use of spreadsheets and databases.

It is **desirable** that the post holder has:

* Considerable experience working in a role with lead responsibility for outcomes.
* Experience working on projects in collaboration with others.
* Experience of coordinating financial tasks.

**KNOWLEDGE, SKILLS AND ABILITIES:**

It is **essential** that the post holder has:

* Detailed knowledge of issues relevant to SEND services, and the ability to apply this knowledge.
* An ability to extract, present and convey accurate information and to disseminate such information where required.
* Knowledge of raising & processing orders and maintaining the corresponding financial records.
* An ability to influence and negotiate with a range of staff and representatives from partner organisations and agencies.
* The confidence to make decisions that resolve blocks to the delivery of the service.
* A polite, efficient manner particularly when working under pressure and in circumstances where interruption may be commonplace.
* The ability to recognise, acknowledge and have regard to confidential and sensitive matters including child protection.
* A willingness to enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.

**QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

* Educated to NVQ Level 4 in a relevant subject or equivalent compensatory experience.

It is **desirable** that the post holder has:

* A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

**ADDITIONAL INFORMATION:**

* This is a demanding role, and the post holder must be capable of responding positively to the significant scrutiny for WCC. The post holder must be able to work flexibly to deliver the requirements of the job. Travel throughout the County is required.

Author: Siobhan Williams Date: December 2012

Updated R Watkins Jan 2020 – directorate details and financial tasks)

Date of grading confirmation: March 2013