



JOB DESCRIPTION

Job Title:	Business Support Officer
Directorate & Section/Unit:	Children's Social Care and Safeguarding Services
Salary Grade:	Scale 5
Reporting to:	Team Manager
Management Responsibility for:	None specified
Purpose of job:	Provide a range of business support activities to enable the service to meet its statutory obligations and provide timely and effective services to children, young people, their families and carers.

Main Activities & Responsibilities:

- Provide the first point of contact for service users, staff from partner organisations and colleagues and determine how matters can be most effectively progressed from this first contact.
- Provide advice to service users to enable them to access services from Children's Services and partner organisations.
- Progress work activities within specific projects and tasks delegated by the Manager 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.

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.

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.

Author: Siobhan Williams

Date: December 2012

Date of grading confirmation: March 2013