

JOB DESCRIPTION

Job Title	Senior Business Operations Assistant		
Directorate	Children, Families and Education		
Reporting to			
Grade	14		
Evaluation ref:	AG0261	Job Family ref:	
Role Purpose			
<p>To provide comprehensive administrative support to our Children's Social Care Teams, you'll really be making a difference to help improve the outcomes for vulnerable young people in Somerset. To provide comprehensive administrative support to Children's Services for Children's Social Care teams. You will really be making a difference to help improve the outcomes for vulnerable children and young people in Somerset. You will:</p> <p>Have an essential role supporting our frontline operational colleagues who work with vulnerable children and young people, their families and carers.</p> <p>Liaise with multi agency professionals, families, and carers to ensure services and support are in place for young people.</p> <p>Provide extensive support to arrange and minute a range of statutory and non-statutory meetings.</p> <p>Work collaboratively with business support colleagues across different Children's Services teams.</p> <p>Maintain and update confidential database information.</p>			
Accountabilities			
<p>Develop and maintain acquired knowledge concerning Children's Social Care specialist processes and procedures to support frontline Social Workers operational staff and/or managers.</p> <p>Maintain an awareness of operational standards and priorities and the context in which decisions are made to provide administrative support to operational staff to enable them to focus on direct social work with children and families.</p> <p>Organise, administer and minute/record a complex range of meetings, reviews, etc. Many of these will be multi-agency and take place within statutory/regulatory frameworks and deadlines. These will be complex/sensitive/confidential and will require close working with social workers and managers to ensure due process, statutory timescales and accurate recording. Notes from these meetings can be used in court proceedings and other judicial processes.</p>			

JOB DESCRIPTION

Act as the first point of contact for the operational team. Due to the nature of the service provided, the enquiries will often be sensitive/complex/contentious. Use experience, acquired knowledge and discretion to answer/resolve queries, provide and explain information; record the request/complaint and ensure that it is passed to a suitable respondent.

Provide direct support to Social Work practitioners, operational staff and managers. Arrange and prioritise operational activities and engage with service users, members of the public, other agencies and professionals.

Maintain and update records in case management systems, e.g. LCS and ensure the validity of data. Input information as directed by operational staff.

Arrange simple services for clients, e.g. organise transport, medical and dental appointments within timescales set by national standards, etc. Liaise with other teams and services such as the Transport Team, hospitals and GP practices and informing client/carers of details.

Use and/or manipulate reporting and recording systems, e.g. LCS, to provide practitioners/senior staff with management information, identify areas of concern and make recommendations/referrals. Liaise with social work staff, managers and business support staff to ensure the validity and accuracy of information held on LCS. This contributes to safeguarding children and preparing for statutory planned and unplanned inspections of the service.

Liaise with managers on a regular basis to provide information on the quality, timeliness and status of data relating to Assessments, Reviews, Personal Education Plan Reviews, Health Assessments and Dental Checks, etc. Collate, validate and submit Quality Assurance information and statistics, e.g. staff supervisions held in the area, staff appraisals, audits, etc.

As required, supervise and deploy a Business Support Assistant, and assist with the induction of new team members.

Carry out research/project work as required by the line manager or Operational/Team Manager.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

JOB DESCRIPTION

Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Excellent communication skills both verbal and written.	X	
Multitasker.	X	
Team player.	X	
Work at pace.	X	
Willingness to learn.	X	
Knowledge and understanding of Children's Services/ Public Sector working.		X
Demonstrates an understanding and commitment to safeguarding and promoting the welfare of children.		X
Understanding of Data Protection/GDPR		X
Experience		
Good working knowledge of Microsoft Office 365 applications in particular Microsoft Word, MS Teams, Microsoft Excel, SharePoint, including a competent level of numeracy and literacy.	X	
Experience of organisation and administration support to meetings		X
Experience in handling data in a variety of platforms and IT applications		X
Qualifications / Registrations / Certifications		
Be educated to GCSE level 4/Grade C including English and Maths or hold an NVQ level 3/QCF Level 2 standard or equivalent.	X	
Skills		
Ensure accuracy of data.	X	
Sound organisational skills.	X	
Experience of using and/or understanding of data bases.		X

JOB DESCRIPTION

Working as part of a team.		X
Working Conditions		
Dimensions of the role		
Understand the importance of data security to ensure that all documentation sent to third parties adhere to SC data security policies. Sensitive personal information must be managed with particular care when being sent by post, email or fax and when shared over the telephone and at meetings. Will be accountable for the safe keeping of client records and equipment.		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: