

## ROLE DESCRIPTION

<b>Role title</b>	Senior Business Support Assistant - CSC
<b>Directorate</b>	Childrens Services
<b>Reporting to</b>	Business Support Officer
<b>Grade</b>	14
<b>Evaluation ref;</b>	AG0261
<b>Role purpose</b>	
To provide comprehensive administrative support to Children's Services for Children's Social Care teams, making a difference to help improve the outcomes for vulnerable children and young people in Somerset.	
<b>Key results area</b>	<b>Accountability</b>
Service knowledge and process	Develop and maintain acquired knowledge concerning Children's Social Care specialist processes and procedures to support frontline Social Workers, other operational staff and/or managers. 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 work with children and families.
Support to meetings	Organise, administer and minute 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.
Contacts	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 and complex. 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.
Direct support	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.

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Use of technology	Maintain and update records in case management systems, e.g., LCS/EHM and ensure the validity of data. Input information as directed by operational staff. Use standard performance reporting systems, e.g., Power BI/SSRS, to access/monitor collective performance information, identify areas of concern and make recommendations/referrals to practitioners/senior officers.
Supporting service delivery	Arrange 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 Transporting Somerset, hospitals and GP practices and informing client/carers of details.
Validation/Quality Assurance	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 (PEP) 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.
Line management / supervision and mentoring	Some roles provide the ability to have direct supervision of clerical staff and/or mentor Apprentices, as part of career progression into managerial roles.
Research/project work	Carry out research/project work as required by the line manager or Operational/Team Manager.
Corporate responsibilities	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.
<b>Dimensions of role</b>	
<b>Contacts &amp; Relationships</b> <ul style="list-style-type: none"> <li>Day-to-day contact with service users, on the telephone and in meetings who may be distressed or challenging, which require tact and discretion and the ability to explain sometimes complex situations in a way that can be readily understood by the service user. The interactions can be distressing.</li> </ul>	

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- Regular contact with professional staff from partner agencies and other public bodies to pass and receive information, make arrangements or deal with queries. These contacts may be in a statutory or formal setting.
- Liaise with multi agency professionals, families, and carers to ensure services and support are in place for young people.
- Work closely with operational members of staff and their managers. Effective communication and excellent team working skills are required to ensure business support is focused, prioritised and equitable.
- Have an essential role supporting our frontline operational colleagues who work with vulnerable children and young people, their families and carers.
- Work collaboratively with business support colleagues across different Children's Services teams.

### Resources

- Understand the importance of data security to ensure that all documentation sent to third parties adhere to SCC 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.

### Qualification/Knowledge/Experience/Skills

Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Be educated to GCSE level 4/Grade C including English and Maths or hold an NVQ level 3/QCF Level 2 standard or equivalent.</li> </ul>	
Knowledge / Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent communication skills both verbal and written.</li> <li>• Multitasker.</li> <li>• Team player.</li> <li>• Work at pace.</li> <li>• Ensure accuracy of data.</li> <li>• Organisational skills.</li> <li>• Willingness to learn.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of Childrens Services/Public Sector working.</li> <li>• Demonstrates an understanding and commitment to safeguarding and promoting the welfare of children.</li> <li>• Experience of using and/or understanding of data bases.</li> <li>• Working as part of a team.</li> <li>• Understanding of Data Protection/GDPR.</li> </ul>
Experience	

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Essential		Desirable	
<ul style="list-style-type: none"><li>• 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.</li></ul>		<ul style="list-style-type: none"><li>• Experience of organisation and administration support to meetings.</li><li>• Experience in handling data in a variety of platforms and IT applications.</li></ul>	
Notes			
Competencies / attributes		<ul style="list-style-type: none"><li>• Positive, committed, adaptable, thorough and confident approach.</li><li>• Able to practice high levels of confidentiality at all times.</li><li>• Proactive and able to work with little supervision, using own initiative.</li><li>• Ability to prioritise work to meet changing deadlines with a flexible approach to work.</li><li>• Drive and self-motivation – “can do” attitude.</li><li>• Ability to work as part of a collaborative team.</li><li>• Demonstrate accuracy and good attention to detail.</li><li>• Good communication skills at all levels.</li></ul>	
Working conditions:		Ability to travel to different locations across the county.	
Working arrangements:		<ul style="list-style-type: none"><li>• Office based/hybrid.</li><li>• 8.30am to 5.00pm Monday to Thursday and 8.30am and 4:30pm Friday.</li></ul>	