

JOB DESCRIPTION

Job Title	Senior Business Support Assistant - CSC		
Directorate	Childrens Services		
Reporting to	Business Support Officer		
Grade	14		
Evaluation ref:	AG0261	Job ref:	Family
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> <ul style="list-style-type: none"> • Have an essential role supporting our frontline operational colleagues who work with vulnerable children and young people, their families, and carers. • Liaise with multi agency professionals, families, and carers to ensure services and support are in place for young people. • Provide extensive support to arrange and minute a range of statutory and non-statutory meetings. • Work collaboratively with business support colleagues across different Children's Services teams. <p>Maintain and update confidential database information.</p>			
Responsibilities			
<ul style="list-style-type: none"> • 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. • 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. • 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. 			

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- 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/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.
- 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.
- 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.
- Some roles provide the ability to have direct supervision of clerical staff and/or mentor Apprentices, as part of career progression into managerial roles.
- Carry out research/project work as required by the line manager or Operational/Team Manager

Impact

Contacts & Relationships

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.

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.

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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.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
<ul style="list-style-type: none"> Excellent communication skills both verbal and written. Multitasker Team player Work at pace Ensure accuracy of data Organisational skills Willingness to learn 	E		
<ul style="list-style-type: none"> Knowledge and understanding of Childrens Services/Public Sector working. Demonstrates an understanding and commitment to safeguarding and promoting the welfare of children. Experience of using and/or understanding of data bases Working as part of a team Understanding of Data Protection/GDPR 		D	
Experience			
<ul style="list-style-type: none"> 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. 	E		
<ul style="list-style-type: none"> Experience of organisation and administration support to meetings Experience in handling data in a variety of platforms and IT applications. Experience of working in an administrative role. Experience of working in the public sector. 		D	

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<ul style="list-style-type: none"> • Experience of handling calls of a sensitive nature. • Experience of other Microsoft Office applications such as Power BI and Forms. • An interest in technology and new ways of working. • Experience of organising meetings and taking minutes. • Experience of dealing with, and handling, confidential or sensitive information. 			
Qualifications / Registrations / Certifications			
<ul style="list-style-type: none"> • Be educated to GCSE level 4/Grade C including English and Maths or hold an NVQ level 3/QCF Level 2 standard or equivalent 	E		
ECDL or equivalent IT qualification.		D	
Skills			
<ul style="list-style-type: none"> • Good knowledge of ICT, including experience of using Microsoft Office apps such as Outlook, Excel, SharePoint, MS Teams & OneNote. • Methodical, well-organised and good attention to detail. • Demonstrates an ability to use own initiative when required but also work effectively as part of a team. • Ability to communicate effectively with customers (service users) and your colleagues. • Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016) and ability to communicate clearly. 	E		
Working Conditions			
Ability to travel to different locations across the county.			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
<ul style="list-style-type: none"> • 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. 			



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Date: 24 June 2024