

## JOB DESCRIPTION

<b>Job Title</b>	Business Operations Assistant – Family Time - Children's Social Care		
<b>Directorate</b>	Children and Families		
<b>Reporting to</b>	Business Support Officer or Senior Business Support Assistant		
<b>Grade</b>	15		
<b>Evaluation ref:</b>	AG0998	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<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"> <li>• Have an essential role supporting our frontline operational colleagues who work with vulnerable children and young people, their families, and carers.</li> <li>• Liaise with multi agency professionals, families, and carers to ensure services and support are in place for young people.</li> <li>• Provide extensive support to arrange and minute a range of statutory and non-statutory meetings.</li> </ul>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Demonstrate initiative, organising and prioritising skills in providing a general administrative support service to the Business Support team, Family Time Supervisors and Social Workers as required including: <ul style="list-style-type: none"> <li>• opening, sorting, recording, and the distribution of post.</li> <li>• answering the telephone, taking accurate messages for colleagues, directing the caller to an alternative source of help or, where appropriate, resolving the query.</li> <li>• photocopying, arranging duplicates/printing and monitoring team mailboxes/calendars.</li> <li>• administering on a day-to-day basis the petty cash account, ensuring the account is reconciled and reimbursed at regular intervals.</li> <li>• undertaking, as required, daily building checks in accordance with Facilities Management (FM) guidance.</li> <li>• liaising with FM to ensure maintenance of buildings &amp; grounds, report faults and request supplies, as directed by the Team.</li> <li>• providing proactive support to Family Time Supervisors and social workers enabling them to focus on direct social work with children and families.</li> <li>• Work within established procedures/guidelines, use initiative to compile, store, revise and print text, tables, spreadsheets, official documents and reports. This may include working under direction with specialist documents</li> </ul> </li> </ul>			

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according to specialised protocols. Ensure the confidentiality of sensitive/legal matters during text preparation and storage.

- Arrange Family Time sessions and meet and greet families/carers as required.
- Prepare and issue replies to routine correspondence that will include sensitive information and must be accurate. This will frequently be correspondence in relation to multi agency meetings that must comply with statutory timescales.
- Maintain a basic understanding of service activities in order to minute/note take at meetings, recognising where appropriate the confidentiality of matters discussed. Prepare material for presentation/circulation as directed.
- Work with accuracy to update and maintain the Service's case management system (LCS) and other monitoring and record systems to input, extract and amend data and information. Use knowledge and experience of the process/system to identify potential errors and within established criteria, make corrections or escalate for resolution. The subject matter will often be sensitive, and confidentiality is required.
- Act as a first point of contact and use acquired knowledge and initiative to provide information for clients, members of the public and staff ensuring that enquiries are dealt with promptly and efficiently. Within established criteria, provide responses and deal with issues as raised or make an accurate record and refer to senior colleagues for resolution.
- Support colleagues by providing general support on IT related queries. Trouble shoot where possible or refer on to the appropriate team to request assistance.
- Use acquired knowledge and initiative to respond to day to day requests for routine business/administrative support made by service practitioners/senior officers. Support colleagues with data validations to ensure that information held on systems is accurate, complete and up to date for performance management statistics.
- Archive files in accordance with service standards and maintain accurate lists. Liaise with the County Archive office, arranging for files to be retrieved as requested by workers. Liaise with the Local Office Management Team for records to be collected from the office and delivered to the central store as appropriate.

### Impact

### Contacts & Relationships

- Regular interaction with service users, members of the public who on occasions might be distressed or challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved. These interactions may on occasions be distressing.

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- Regular contact with Business Support and service colleagues to pass and receive information, receive work instruction and resolve front line problems.

### Resources

Will need to understand the importance of data security in relation to all documentation sent to third parties and to adhere to all 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.

Accountable as part of the Team for the safe keeping of client records and equipment.

### Knowledge / Experience / Skills

	Essential	Desirable	
<b>Knowledge</b>			
<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>	<b>E</b>		
<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>		<b>D</b>	
<b>Experience</b>			
<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>	<b>E</b>		
<ul style="list-style-type: none"> <li>• Experience in handling data in a variety of platforms and IT applications.</li> <li>• Experience of working in an administrative role.</li> <li>• Experience of working in the public sector.</li> <li>• Experience of handling calls of a sensitive nature.</li> <li>• Experience of other Microsoft Office applications such as Power BI and Forms.</li> </ul>		<b>D</b>	

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<ul style="list-style-type: none"> <li>• An interest in technology and new ways of working.</li> <li>• Experience of organising meetings and taking minutes.</li> <li>• Experience of dealing with, and handling, confidential or sensitive information.</li> </ul>			
<b>Qualifications / Registrations / Certifications</b>			
<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>	<b>E</b>		
<ul style="list-style-type: none"> <li>• ECDL or equivalent IT qualification.</li> </ul>		<b>D</b>	
<b>Skills</b>			
<ul style="list-style-type: none"> <li>• Good knowledge of ICT, including experience of using Microsoft Office apps such as Outlook, Excel, SharePoint, MS Teams &amp; OneNote.</li> <li>• Methodical, well-organised and good attention to detail.</li> <li>• Demonstrates an ability to use own initiative when required but also work effectively as part of a team.</li> <li>• Ability to communicate effectively with customers (service users) and your colleagues.</li> <li>• Ability to speak fluent English as stated in Part 7 of the Immigration Act</li> <li>•</li> </ul>	<b>E</b>		
<b>Working Conditions</b>			
Somerset Council's dynamic Working Strategy will be applied to this position.			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position			
<b>Corporate Responsibilities</b>			
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: