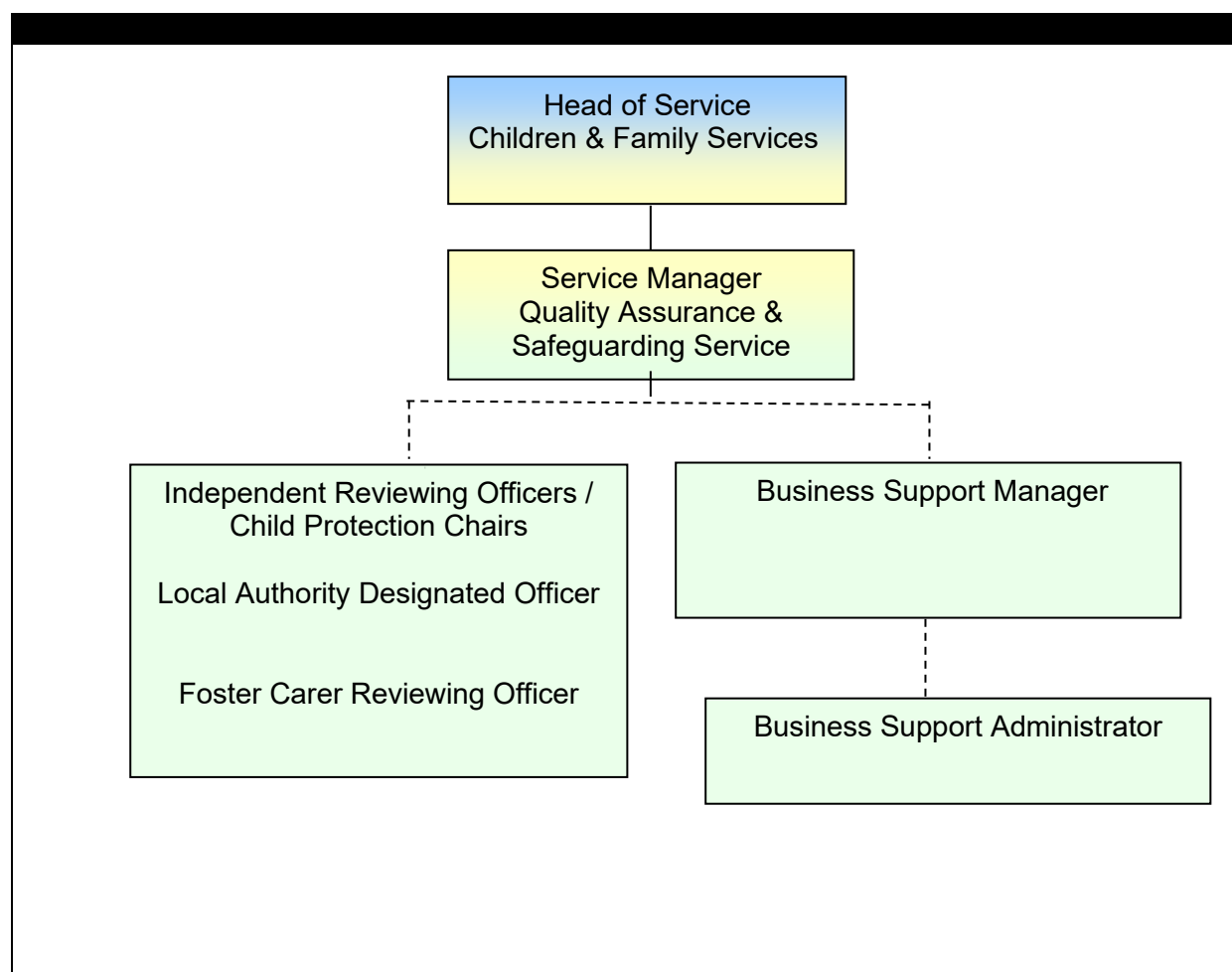

Job Description and Person Specification

Job title:	Business Support Administrator
Directorate:	Children & Family Services
Service:	Quality Assurance And Safeguarding Service
Team:	Business Support Admin
Post number:	01846
Salary grade:	E
Work location:	West Street House
Reports to:	Corinne Wilson, Business Support Manager
Supervises:	N/A

Job Purpose

To provide comprehensive administrative support to the Independent Reviewing Officers / Child Protection Chairs, Foster Carer Reviewing Officer and Local Authority Designated Officer
To arrange and minute child protection conferences / to produce and distribute minutes arising from conferences
To arrange reviews for Children In Care / to distribute minutes arising from reviews
To ensure accurate recordings of data for the purpose of reports and analysis

Structure Chart



Main Duties and Responsibilities

- To provide high quality minutes for child protection conferences, ensuring that information is at all times up to date and accurate, that any appointments made are realistically planned with particular regard to timing and venue, and that all appropriate staff are informed and prepared.
- To organise a range of meetings for individuals and groups, to include preparation of material and facilities, minute-taking and other support at the meeting, and follow up work arising from the meeting.
- To produce and format a range of documents, including letters, reports, minutes and presentations, ensuring that they are accurate and well-presented meeting specifications and deadlines.
- To handle a range of telephone and personal enquiries from both internal and external customers and contacts, including applications for service and complaints, providing a conclusive response in most cases but referring to others as appropriate.
- To maintain and update files and records, including those of a highly confidential nature, using existing systems and processes and ensuring accuracy and security of information.
- To collect, process and input data to systems and databases as required, ensuring accuracy and security, and then to manipulate and extract the information held in order to

Main Duties and Responsibilities

produce reports or specific analyses.

- To provide a range of specialist administrative and secretarial support to teams or individuals to meet the specific requirements and processes of the Service Area.
- To contribute as appropriate to the further development of systems and processes by identifying and then pursuing any opportunities for service improvements.
- To carry out any other duties which may be required, including flexible working in support
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

1. Decisions will be taken continuously about work prioritisation and organisation, and the manager would expect to be consulted less frequently than by staff at lower levels.
2. A judgement will need to be made about when to refer customers to another member of staff to give a response due to the complexity of the enquiry.
3. Decisions have to be made about the choice of presentation when producing documents.
4. Decisions need to be taken about appropriate methods and selections when extracting and presenting data from different software applications.
5. There would be daily contact with staff at all levels in the Council, and with any customer of the Council in the course of providing support or handling enquiries.
6. There would be the opportunity for daily contact with the manager, and planned monthly meetings.

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
Good basic education, with GCSE qualifications.	E	
Good keyboard skills and IT literate	E	
Good working knowledge of English Grammar	E	
Good numeracy skills	E	
Experience		
Ability to supervise and coach others at basic level	D	
Good interpersonal and communication skills, including with senior staff	E	
Minute taking experience	E	
Knowledge and understanding		
Knowledge of Microsoft Office applications	E	
Knowledge of Council services	D	
Knowledge of specific Service Area software	D	
Skills and abilities		
Ability to use Outlook, and a web browser to access information	D	
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	
Work-related personal qualities		
Courteous and pleasant telephone manner	E	
Willingness to learn and to be flexible	E	

A good team member	E	
Able to work with infrequent supervision	E	
Prepared to accept responsibility	E	
Self-motivated	E	
Good organisational skills	E	
Eagerness to develop others	D	
Commitment to the Council's objectives	E	
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	
Enhanced DBS check with relevant barred list/s	Yes	
Is this post politically restricted?	N/A	
Able to travel to other work locations	Yes	