Job title	Business Support Officer – PA to Social Worker
Grade	5

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

Have access to more good jobs and share the benefit of economic growth
Live in thriving and sustainable communities
Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and family's system

Reporting Relationships

Responsible to: Business Support Team Leader

Responsible for: N/A

About the role:

To support the provision of a timely and high-quality business support service for Staffordshire County Council.

This role will contribute to the development of new processes and techniques to improve the efficiency and effectiveness of the children's and family's system, with the aim of improving outcomes for children and families.

The focus will be on providing a range of core administration functions to support Social Workers and the families they support. The primary aim is to reduce social work administrative functions to enable them to increase their time with children, young people, and their families.

The expectations are that the person in this role will undertake a variety of tasks from the range set out below

Key Accountabilities:

1. Supporting Social Workers as a first point of contact, ensuring children, families, partners, and stakeholders are received with a professional/knowledgeable response to enquiries in a timely manner.

2. In support of Social Workers statutory workload, convene and attend meetings, including statutory multi agency meetings, coordinating the circulation of agendas and relevant papers, taking, and distributing appropriate notes, minutes, and actions.

3. Completing a range of administrative tasks ensuring compliance with business processes and Service Level Agreements and the monitoring and allocation of work as appropriate.

4. Accurately input and maintain information systems in support of Social Workers, ensuring children's/families/system records are kept up to date, and that the Information Performance and Engagement Team can accurately report on performance.

5. Undertake a range of financial transactions as directed including cash handling, placing orders for services/equipment, including the use of Purchasing Cards, goods receipting and maintaining associated records in accordance with Financial Regulations through the County Council's Finance and Procurement systems.

6. Monitoring and maintaining financial records for the service in accordance with Financial Regulations ensuring that any discrepancies are flagged to the relevant team.

7. In support of Social Workers, produce high-quality documents including letters, emails, and reports.

8. To provide support advice and guidance to Social Workers in the use of the IT and related software including basic induction into systems and processes as appropriate.

9. Maintaining knowledge of legislation, policies, guidance, processes, and best practice relating to the service area.

General responsibilities include:

1. Always acting in a professional and competent manner to enhance the reputation of the service within and outside the organisation.

2. Being responsible for complying and undertaking health and safety responsibilities as outlined in the SCC Health and Safety Manual.

3. Being responsible for complying with information, Privacy, and data security policies.

4. A commitment to continuous professional development in accordance with the Council's Our People Strategy.

5. Such other duties as may arise in connection with the activities mentioned above.

Flexibility within business support is required to address business needs, therefore the right is reserved to transfer the post holder to alternative teams within the service following appropriate consultation.

Full Training in the use of equipment and the Directorate's systems and procedures will be given.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
disability confident EMPLOYER disability confident EMPLOYER	**Qualifications/Professional membership** • An IT qualification equivalent to the competency level of ECDL or equivalent • Level III in Business Administration or equivalent experience • GCSE English and Math's grade C or 4 or equivalent	A A A
disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER	**Knowledge and Experience** • Ability to interpret and accurately input and retrieve data to support performance management. • Experience of using Microsoft Office or equivalent software package. • Experience of office procedures, systems, and equipment. • Experience of using computer-based information systems. • Working within a team, preferably in an office environment. • Working with internal/external customers to provide a quality service. • Understanding of the County Council and its role in the community. • Previous experience of servicing meetings including note taking. • Experience of maintaining financial information for audit requirements	A/T A/I/T A/I A/I A/I A/I A/I A/I A/I
disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER	**Skills** • Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public. • Sensitive and attentive listening skills and the ability to accurately record the outcome of discussions and meetings for a diverse audience. • Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice. • It is expected that all employees will have a commitment to further training and development commensurate with the grade. • A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base. • Numerical skills with attention to detail. • Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative.	A/I A/I A/I A/I A/I A/I A/I

With pride. With purpose. With you.

	• Demonstrate good interpersonal skills to advise and mentor other staff within the office on IT related issues.	A/I
	• Ability to undertake a number of areas of work to ensure flexibility within the team	A/I

If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300

With pride. With purpose. With you.