Job title: Senior Clerical Assistant

Grade: 5

Our Vision

Children who cannot live in their family of origin achieve emotional, physical and legal permanence; growing up in loving homes with adults who provide them with a strong sense of security, continuity, commitment and identity.

Our Outcomes

* Children entering care, who require long-term/permanent care away from their birth parents, will achieve emotional, physical and legal permanence, giving them a sense of security, continuity, commitment and identity.
* Prospective Adopters, Adopters, Foster Carers, Connected Persons and Special Guardian’s will feel better supported throughout their journeys, providing local, safe, resilient, caring, stable and loving homes for children.

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

Local Authorities, Staffordshire County Council, Stoke-on-Trent City Council, Shropshire Council and Telford & Wrekin Council have come together in an innovative and forward-thinking Partnership.

We are working together to improve outcomes for those children who enter care and are not able to return to their families of origin. We aim to ensure that our children achieve emotional, physical and legal permanence; growing up in loving homes with adults who provide them with a strong sense of security, continuity, commitment and identity.

Together4Children operates through a hub and spoke model enabling Local Authorities to benefit from core central functions and networked regional delivery, whilst retaining direct service delivery functions within their own borders. This ensures the Partnership reflects the local context, adapted to meet the needs of local children and families, and maintains clear links to local Children & Families Services.

The Together4Children partnership provides the Regional Adoption Agency for the partner Local Authorities. By working together, we aim to:

• Make best use of our collective resources to recruit, assess and support prospective adopters and foster carers across the region.

• Improve the quality and speed of matching for children through better planning and by having a wider choice of families.

• Provide high quality support to children and their families delivered through a combination of direct provision and effective partnerships.

• Provide all children and their families with the right support at the right time through a consistent permanency support offer available across the region.

• Respond to the regulatory requirements in respect of Adoption (including Non-Agency Adoptions and Intercountry Adoption).

Reporting Relationships

Responsible to: Administration Officer / Regional Business Support Lead

Key Accountabilities:

* Facilitating and administering funding applications to the Adoption & Special Guardianship Support Fund from the Permanence Support and Family & Friends services, as well as other children’s social work teams.
* Securing identified therapeutic services for children and families from approved service partners in accordance with local authority commissioning processes, liaising with service providers to gather costs, reports and rationales.
* Submitting applications on social work practitioners’ behalf to the ASGSF government online portal, tracking applications until approval and completion, monitoring and administration of payments to providers for ongoing services, and ensuring that outcomes and payments are recorded in accordance with the ASGSF terms and conditions.
* Operation and monitoring of finance systems, in accordance with financial regulations, including receipt and payment of invoices, placing of orders and ensuring payment of accounts through the County Council’s Finance and Procurement System.
* To provide administrative support to the Social Work Team, including dealing with telephone messages, diary management (which will include finding the availability of attendees for Conferences and Reviews), data inputting and other general administrative duties.
* The production of high-quality word-processed documents.
* To use maintain and monitor extensive and varied Directorate’s IT facilities including computer-based information systems for input and retrieval of data, use of office e-mail and intra/internet facilities and digital and scanning equipment.
* To maintain service use records, computer based and manual in accordance with the Directorate’s Records Management Policy ensuring compliance with policies on case recording, filing, retention and destruction.
* To provide support, advice and guidance to the Team Manager and Social Work Team in the use of the Directorate’s IT facilities, undertaking competency assessments in accordance with Directorate procedures.
* Accurately input information and data to databases to ensure the Division meets relevant Performance Indicators. This will involve working with Team Managers to identify the data and also providing them with management information regarding this on a regular basis.
* Servicing of meetings including sending out invitations, attendance and minute taking and the production and distribution of records to agreed timescales.
* To undertake research, gather information and update information databases for use by Social Work teams. This will include liaison with internal/external agencies and ensuring Directorate procedures are available to staff and kept up to date.
* To assist and work with other relevant staff to improve the capture and quality of information held on the Directorate’s databases, ensuring multi-skilling within teams and the provision of consistent support to Managers. This post will facilitate effective communication between the Social Work Team and Support Services.
* Any other duties commensurate with the grading of the post.

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 Partnership’s 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

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications & Professional Membership:**   * GCSE English or equivalent. * A typing/WP qualification equivalent to 50 wpm. * At IT qualification equivalent to the competency level of ECDL/CLAIT etc. * NVQ in Business Administration or equivalent. | A  A/T  A  A |
| **employer_small** | **Knowledge & Experience:**   * Ability to interpret and accurately input and retrieve data using the software provided. * Experience of using computer-based information systems. * Experience of using Microsoft Office or equivalent software package. * Experience of office procedures, systems and equipment. * Working within a team, preferably in an office environment. * Working with internal/external customers to provide a quality service. * Understanding of Social Services Department and its role in the community. * Knowledge and understanding the principles of providing a good quality customer service. * Data input to support performance management. * Previous experience of commissioning services is desirable. | A/T  A/I  A/I/T  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small** | **Skills:**   * Good written and oral communication skills at all levels – this post will involve liaison with Team Managers, fieldwork staff, colleagues in the department and members of the public. * Good time management skills with an ability to work under pressure to meet deadlines and on own initiative. * Demonstrate good interpersonal skills to advise and mentor other staff within the office on IT related issues. * Sensitive and attentive listening skills. * Ability to undertake a number of areas of work to ensure flexibility within the team. * Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines. | A/I  A/I  A/I  A/I  A/I  A/I |
| **A black and purple sign with text  Description automatically generated** | Other:   * 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. * Commitment to excellent customer service and the achievement of high-quality standards. * An interest in the development of services for Families and communities. | A/I  A/I  A/I  A/I |

**employer_small** 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