

Regional Clerical Assistant (Adopter Training & Development) Grade 3

Our Vision

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 the people of Staffordshire
- 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

About Together4Children:

4 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.

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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

Key Relationships:

Internal (to the Partnership): The Central Regional Permanency Hub and the Locality Permanency Hubs.

External (to the Partnership): Children's Social Care Teams, external partners/commissioned services, Regional Adoption Agencies, Adopters, Foster Carers, Connected Persons and Special Guardians.

About the Role

Key Accountabilities:

- The production of documents to a high standard of accuracy and presentation using the software provided. This will include letters, reports, tables, presentations and publications.
- To service various formal meetings, including organising venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed timescales.
- To use, maintain and monitor extensive and varied Directorate IT facilities, including: (i) computer-based information systems for input and retrieval of data, (ii) use of office e-mail and Intra/Internet facilities and (iii) use of digital equipment and scanning equipment.
- To maintain service user 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 undertake a range of clerical duties (which will vary from time to time to meet service needs and to ensure multi-skilling within the Team) in line with Service Level Agreements.
- To undertake a range of Customer Care duties. This will include filtering telephone calls and answering general queries about County Council's Services, accurately recording messages to ensure effective communication between external and internal customers. Reception cover on a rota basis will also be required.

- Assisting with day-to-day financial transactions within the office. This will include cash handling, placing orders for services or equipment, ensuring payment of accounts and monitoring associated budgets through the County Council Finance and Procurement System (SAP).
- Any other duties commensurate with the grading of the post.

This post is designated as a *Casual* car user.

Other Information

This role will be part office based, part home working, all equipment to facilitate the home working will be provided. The hours for this position are negotiable at this time but this will depend on business need.

The nature and demands of the postholder's time are not always predictable and there will be an expectation that work will be required outside normal office hours from time to time, as required by the Partnership. The postholder will need to work flexibly across the regional footprint (including the use of touchdown bases to support agile working) in order to meet the needs of the Service

Professional Accountabilities:

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
	<p>Qualifications & Professional Membership:</p> <ul style="list-style-type: none"> • GCSE English or equivalent. • An IT qualification equivalent to the competency level of ECDL (European Computer Driving Licence) CLAIT etc. • A word processing qualification equivalent to RSA Stage II either WP or text processing. • NVQ Level 2 in Business Administration or equivalent 	<p>A</p> <p>A</p> <p>A</p> <p>A</p>
	<p>Knowledge & Experience:</p> <ul style="list-style-type: none"> • Experience in using computer-based information systems in an office environment. • Experience using Microsoft Office or equivalent software package. • Experience of using office procedures, equipment and systems. • Working within a team, preferably in an office environment. • Possess experience in minute taking. • Understanding of the principles of providing a good quality service. • Knowledge of good practice in office systems and procedures. • Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines. • 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. • Commitment to excellent customer service and the achievement of high-quality standards 	<p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<p>Skills:</p> <ul style="list-style-type: none"> • 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. • Ability to interpret, format and accurately present information using the software provided. • Time management skills with an ability to work under pressure to meet deadlines and to and prioritise competing work tasks. • Demonstrate accurate numerical skills required to process invoices and other financial documents. • The ability to undertake a number of areas of work to ensure multi-skilling within the team. 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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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