

Job Title: Apprentice Business Support Assistant – Practitioner Teams Grade: Apprentice G3

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier, and more supported in their community

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, 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

Key Accountabilities:

1. Supporting practitioners and responding to enquiries in a timely manner.
2. Supporting the completion of a range of administrative tasks as directed, following business processes and in line with relevant Service Level Agreements.
3. Accurately input appropriate information systems to keep children's/families/system records are kept up to date.
4. Support with a range of financial transactions as directed including placing orders for services/equipment, goods receipting and maintaining associated records in accordance with Financial Regulations through the County Council's Finance and Procurement systems.
5. In support of practitioners produce a range of high-quality documents.
6. Convene meetings, circulate agendas and any relevant papers.
7. Maintain an awareness of policies, guidance, processes and best practice relating to the service supported.

General responsibilities include:

1. Acting in a professional and competent manner at all times to enhance the reputation of the service within and outside the organisation.
2. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
3. To comply 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.

The content of this job description and person specification will be reviewed in line with SCC's training and development review policy.

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 |
|---|--|--------------------|
|  | <p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Ability to use Microsoft Office or equivalent software package • Ability to learn, understand and follow office procedures, systems and equipment. • Ability to learn and use computer-based information systems. • Ability to work within a team in an office environment. • Ability to work with internal/external customers to provide a quality service. • Understanding of the County Council and its role in the community. | All A/I |
|  | <p>Skills</p> <ul style="list-style-type: none"> • Good written and oral communication skills – ability to liaise with professionals and members of the public. • Flexible approach and ability to react positively to changes in allocation of work. • A commitment to further training and development. • A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base. • Demonstrate good numerical skills. • Good time management and organisational skills. • Demonstrate good interpersonal skills. • Ability to learn to undertake a number of areas of work. | All 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