

Business Support Administrator – Together for Children Grade 3

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. 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

Responsible for: N/A

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.

Key Accountabilities:

1. 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.
2. 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.
3. To use, maintain and monitor extensive and varied Directorate IT facilities, including:
 - a. Computer-based information systems for input and retrieval of data
 - b. Use of office e-mail and Intra/Internet facilities
 - c. Use of digital equipment and scanning equipment.
4. 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.
5. 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.
6. 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.
7. 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).

8. Any other duties commensurate with the grading of the post.

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

Person Specification

Qualifications/Professional membership

- 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.

Knowledge and Experience

- Knowledge & Experience:
- 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.

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.
- 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.



This post is designated as a casual Car user
The content of this Job Description and Person Specification will be reviewed on a regular basis.