

## Wirral Council: Job Role Descriptor

<b>Job Role:</b>	<b>Specialist Business Support Officer</b>
<b>Service:</b>	<b>Children's Services</b>
<b>Reports to:</b>	<b>Manager of Band F or above</b>
<b>No. of Subordinates:</b>	<b>1</b>
<b>HR USE ONLY</b>	
<b>Job Role Ref:</b>	<b>BUS0150G</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Grade:</b>	<b>Band E</b>

### JOB ROLE PURPOSE

Work collectively with colleagues across Children's Services to ensure Children's Services is making Wirral great for children, young people and their families and to promote an ethos of a high level of customer service to all key stakeholders, partners and clients. Provide efficient administrative support and be responsible for, in accordance with corporate policies, administrations of financial reporting, collation of information, communications and auditing procedures in support of the delivery of statutory requirements across the service.

### KEY TASKS

1. Responsible for the development, operation and delivery of comprehensive administration support across the service, ensuring deadlines are met and tasks are completed to a high standard, inclusive of minute taking.
2. Minute take events and meetings, incorporating previous minutes (where relevant within SFEF principles, and to support inputting into plans/ identify red, amber and green cases). In addition, sending invites, preparing and inputting into agendas and associated papers, booking and setting up relevant rooms, circulating minutes and coordinating refreshments, and progressing follow up actions. Ensuring that all minutes of meetings are completed and distributed in line with relevant policies and procedures.
3. Responsible for developing and updating electronic and paper systems for filing of stored data.

4. Take a lead role in data capture and reporting.
5. Provide informal, on the job, training, professional support and guidance to administrative staff across the service.
6. Assist in the development of the administration staff key skills and abilities through sharing expertise and knowledge with others. Recognising own strengths and areas of expertise and use these to advise and support others.
7. Support in maintaining accurate financial records to aid service management financial planning, forecasting and expenditure.
8. Support with recruitment processes including safer recruitment requirements e.g. DBS/reference requests, coordination of interview schedules, induction, performance management, training and mentoring systems for staff across the service.
9. Oversee procurement operations and be responsible for compliance of auditing procedures, reporting any financial risks to service management.
10. Contributing to and assisting in the delivery of effective marketing and promotion strategies for the service, including organisation of events, conferences and information networks.
11. Where relevant, support with the management of facilities.
12. Responsible for securing appropriate licences, insurances, service contracts and operational procedures.
13. Key holder responsibilities.

<b>KEY RESPONSIBILITIES</b>
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<b>People</b>
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Provide day to day professional administrative support.

Liaise and maintain good relationships with teams across Children's Services, key stakeholders, partners and outside agencies to ensure that service information is provided accurately and effectively.

Liaise effectively with relevant Managers and Senior Leaders to provide administrative support to service developments.

Communicate effectively with service users and other professionals from a range of organisations.

Apply knowledge, experience and judgment to provide advice to others (internally and externally) on administrative issues especially where there are queries.

<b>Financial</b>
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Assist with monitoring effective administration of procurement processes such as Petty Cash and invoicing within agreed systems.

Responsible for assisting to ensure robust audit and control procedures are in place.

Highlight concerns in relation to financial operations that may not be in line with corporate procedures.

Assist with the monitoring of budgets.

<b>Strategic</b>
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Contribute proactively toward the delivery of relevant Service and Team plans relating to the overall vision for Children's Services.

Contribute to the review and development of service policies and supporting procedures and practices.

Compliance with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting concerns to the appropriate person.

Provide relevant data that will inform ongoing strategic objectives and outcomes.

### **Resources**

Be proficient in operation and administration of departmental business and service support systems (electronic and manual).

Ensure that all data/documentation is handled securely and in strict compliance with data handling principles/policies as per council training

Identify opportunities for and deliver change within the service area to ensure continuous operational, performance and efficiency improvement. This includes contributing to small projects.

Support relevant managers with facilities management tasks including Health and Safety protocols, risk assessments, liaising with contractors and managing building related SLAs.

Listen to and take down details about complex and sometimes distressing/abusive situations relating to the safeguarding of children whilst remaining professional in approach.

### **Planning and Organising**

Prepare papers and other management information for meetings, performance reviews and annual reporting.

Be creative in the development of administration procedures and systems including the implementation of new technology.

Use information systems to support other initiatives across the services, for example Local Offer web pages.

Plan, organise and prioritise own work within specified deadlines.

<b>Decision Making</b>
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Work under own initiative and as part of a team, supporting others where appropriate and understanding when to seek advice from managers.

Respond to queries, compliance issues and complaints, seeking appropriate advice and support from the relevant manager when required.

Alert managers to potentially important opportunities and risks identified through the course of the day to day role.

Apply knowledge and understanding of the area of work in order to determine an appropriate course of action that produces a consistent and accurate result.

<b>EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS</b>
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<b>Essential Criteria</b>
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**Qualifications:**

- Educated to GCSE standard or equivalent, inclusive of Business Administration, or equivalent experience.
- Numeracy and Literacy (GCSE level or equivalent) or equivalent experience.

**Knowledge & Skills:**

- Data protection, working with sensitive data and information sharing protocols.
- Excellent numeracy, literacy, I.T. and communication skills (including keyboard skills)
- Competent in relevant Microsoft packages;
- Knowledge of Health and Safety at work principles
- Ability to converse effectively orally and in writing with colleagues, agencies and members of the public and provide clear advice.
- Good time management and ability to prioritise workload to meet the demands of the service.

**Experience:**

- In procurement processes
- Working with information and providing reports.

- Working with a range of databases and information systems.
- Experience of Business Administration functions and applications.
- Ability to work independently.
- Diary management experience
- Ability to meet deadlines and work effectively under pressure
- Ability to resolve issues proactively

### **Special Requirements:**

- Good understanding of Confidentiality.
- Ability to work flexibly to meet the demands of the service.
- Deal with listening to and taking down details about complex and sometimes distressing/abusive situations relating to the safeguarding of children whilst remaining professional in approach

<b>Desirable Criteria</b>
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### **Qualifications:**

- Advanced qualifications, for example IT, databases and software. NVQ Level 2/3 Business Administration / Customer Care or equivalent training/qualification in administration, finance and budget management.

### **Knowledge & Skills:**

- Knowledge of Local Authority Financial Procedures.
- Knowledge of children's services policy and procedures.
- Knowledge of services available to children and young people.
- Ability to assist in the production of statistical information.
- Knowledge of Health and Safety at work principles

### **Experience:**

- Supervision of staff
- Working with a range of internal and external partners.
- Awareness of operational issues and pressures.
- Auditing procedures

- Setting up and maintaining manual and computerised systems for example via Excel spreadsheets, Access, Word, PowerPoint and other generally used Microsoft Office products.
- Experience of customer care and the importance of this.

### **Special Requirements:**

- Good understanding of Data Protection and Information Sharing Protocol.

### **ADDITIONAL WORK ELEMENTS**

The ability to work flexibly across the borough to meet delivery requirements of Children's services

Ability to work both independently and as part of a team.

Flexible approach to working in an office with a wide range of duties.

This document should be viewed in combination with the Service Level Agreement for the area within which the post holder is operating

### **NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.



**Signed:**

**Date:** 18/02/2020

