

Job Title: Business Support Administrator	Grade/ Level: K	Post Number: AO7214
Directorate: Children Services	Job Family: Admin & Office Support	Date Prepared: April 2006 (reviewed January 2021)

Role reports to (Job Title):
Business Support Team Leader

Job Purpose:

To provide a high standard of clerical and administrative support to our Disabled Children Social Work team. To provide the typing of documents, letters and audio tapes. To maintain client database and records and to carry out any other administrative duties required to support the team.

Key Accountabilities:

1. Assist with the general administrative support to the team or workgroup, as directed by the Business Support Team Leader/Senior Administrator.
2. Provide support to the operational team as required, by answering phone enquiries, message taking, processing of referral information, maintaining client files, and providing general admin support to the team.
3. To act as a member of the frontline staff in the team dealing with vulnerable clients and stressful situations with clients and members of the general public.
4. Maintain accurate up-to-date client and carer information systems including assessment and review details, using the Care Director database, to inform monthly, quarterly and annual government statistics and performance indicators. Collate data for statistical returns when required.
5. Operate computer systems for word processing purposes, making full use of all the facilities offered by the system to produce and create a high standard of word processed documents, as directed, in support of the team.
6. Use computer packages to produce and despatch documents and input management information as directed.
7. Assist in ensuring that the system housekeeping is up to date, by scanning and keeping documents in the appropriate directories, creating and maintaining templates or deleting documents as required.
8. Liaise with the originators of typing and word processing documents to transcribe accurately, including presentation and grammar, working to timescales.

9. Prepare standard format for documents, such as letters and memoranda, together with copy and audio typing duties as required.
10. Process notifications relating to the Missing Persons Register.
11. Maintain knowledge of current developments around use of information technology and communication systems, undertaking relevant training as required
12. Maintain the confidentiality of client information at all times, ensuring that correspondence and information is appropriately handled and labelled.
13. Maintenance of client files, including scanning to electronic files
14. Attending meetings, which may be virtual, to take notes/minutes and type these up for approval.

Supplementary Accountabilities:

1. Show high level of discretion at all times due to the highly sensitive nature of the work.
2. Assist BSTL/Senior Administrator in financial administration as required.
3. Respond immediately to issues and requests that relate to Child Protection from professionals and designated agencies and ensure that these are accurately recorded. At all times such issues should be immediately escalated to the Team Manager, Assistant Team Manager or Duty Worker.
4. Administer system for departmental case file audits, collate results and produce regular information for Senior Management Team.
5. Distribute Looked After Children's Information Packs and other information to clients in accordance with statutory indicators.

Job Scope: Number and type of jobs managed:

Not applicable

Typical tasks supervised/allocated to others:

Not applicable

Job Scope:

Not applicable

Budget:

Not applicable

Assets:

Not applicable

Knowledge and Experience:

- GCSE Grade C or above in English and Mathematics or equivalent
- Qualified in typing and word processing to at least RSA II or equivalent
- Note taking, ideally direct to laptop
- Relevant experience of working in a busy office environment
- Experience of working in an administrative role using Windows based packages
- Experience of dealing with the public over the telephone and the ability to cope with highly sensitive, sometimes distressing, information when dealing with clients' personal details.

- Excellent communication skills across different groups and organisations and a polite and courteous telephone manner
- Ability to work quickly and accurately to deadlines, and to adapt to changes in priorities
- Ability to learn and gain experience of new areas of work and responsibilities, and help in other areas of the office
- Ability to use own initiative within the remit of the post
- Willingness to contribute to the overall effectiveness of the team
- Ability to work well within a team
- Understand the nature of the social work profession and work towards team objectives
- Commitment to Equal Opportunities Policy

Working Conditions:

- Contact with service users – potential risk of verbal/physical abuse/emotional stress due to the nature of the work
- Consistent high use of IT equipment and heavy files

Decision Making:

- Ability to prioritise own workload, responding to conflicting pressures, with guidance from Team Leader/Senior. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with child protection issues, as well as for meeting performance indicators.
- Work with Corporate and Directorate policies procedures and team procedures.
- Advice taken from Business Support Team Leader/Senior, Team Manager, Assistant Team Manager and team members.

Contacts and Relationships:

- Typical kinds of written communication are letters, reports and completing statutory forms and exemplars relating to the client database. Verbal communications include telephone calls, dealing with general enquiries, advising staff and liaising with internal departments and external agencies.
- The role has regular contact with a wide variety of individuals, including the following:

Internal

Own team
Other teams
Other SBC departments
Finance
Transport
Legal
Family Placement
Housing
Public Health

External

Service users
External agencies
Court
Police
Probation Service
Schools
Legal agencies
Charitable Trusts
Housing Benefit
Health organisations
Child minders/Carers
Sessional Workers
Preferred suppliers

Creativity and Innovation:

- Due to the nature of the work, there are constant procedural changes and database upgrades that

result in changes to everyday actions. Assist Business Support Team Leader/Senior with creation and maintenance of procedural documentation.

- Usually work is within existing procedures and guidelines, but looks to identify opportunities for process improvement and cost savings.

Job Specific Competencies:

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: