



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Business Administrator MASH	Role Profile Number: AO00046
Grade: K Salary:	Date Prepared: March 2016
Directorate/Group: Children & Families – MASH	Reporting to: MASH Manager

Job Purpose

Working in close collaboration with the Health Decision Maker, Social Workers and Assistant Team Manager, to provide a high quality, professional and proactive service to improve outcomes for children, young people and families.

Key Accountabilities

- To undertake detailed research on the computer system, including ICS/Capita/Care Plus/Medway/Rio/system one.
- To gather information in a way that adds to the quality of the decision making process in a timely way.
- To communicate with and gather information with health services such as GPs, mental health services, hospitals, sexual health clinics, ambulance services etc.
- Review Social Care and Early Help Records to conduct checks on children and their families and identify any current professionals involved.
- To update all contact details, addresses, dob, ethnicity, religion, disability and social networks at point of contact.
- Follow guidelines and procedures to ensure that the right steps are taken by the right people to ensure that the safety of children is paramount.
- To maintain close working relationships with colleagues, partners and other organisations to maximise the opportunity for sharing information to assist in decision making.
- To complete administrative procedure's as required by health decision maker/social workers/managers
- To be actively involved in reviewing, planning and developing the MASH service and associated processes
- Sending letters and ensuring the timely distribution of incoming health information and correspondence.

- Producing information packs as requested
- Process documentation relating to staff in a timely manner including expense claims, time sheets, overtime claims, parking permits, starters and leavers, eye test claims, CRB checks
- Carries out accurate data entry into a range of business applications within specified timescales
- Log service user comments and forwards to the appropriate solution owner
- Ensure that the MASH has sufficient levels of health researcher cover during office hours

Supplementary Accountabilities

- Ensure through the work that the principles of creating resilience and building capacity are reflected in the way in which the post holder engages with children and families.
- Identify health needs/resources in the community and enable/ facilitate families to access these.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- A genuine desire to work closely with and support families in crisis/difficulties
- Previous experience in a customer focussed environment
- Computer literate and working knowledge of relevant IT software packages including Microsoft Office, Outlook, Excel and PowerPoint.
- Excellent verbal and written skills
- Evidence of team working
- Awareness of Customer needs and expectations within a business support environment
- Ability to be flexible and adaptable
- Ability to liaise and communicate with others

Qualifications

- GCSE or equivalent level in numeracy and literacy skills

Decision Making

- Ability to respond swiftly in appropriate situations
- Effectively use supervision and peer support to reflect and learn
- Ability to prioritise workload to ensure all tasks are completed within given timeframes to meet deadlines
- Ability to decide when to escalate an issue to line manager or a practitioner

Creativity and Innovation

- Work flexibly and creatively and support the wider team in the delivery of support and the making of decisions.
- To reflect on and improve performance by investing time in personal development to improve practice

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed	:	.
None		

Contacts and Relationships (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Build and maintain relationships with other professionals e.g. health professionals, police officers, nurseries, schools and voluntary sector organisations
- Working sensitively with other health colleagues to ensure that the necessary information is gathered to enable the right decisions to be made.
- Regular contact with business support staff from other business support teams across Swindon Borough Council
- Contact with members of the public

Values & Behaviours

Self- Awareness

- Awareness of one's own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one's behaviour and change them.

Integrity

- Authenticity – being yourself and not wanting to look good or avoiding to look bad,
- Leading by example – being the role model you wish others to grow in to.

Collaboration

- Giving space to others and not imposing own views or judgements
- Enabling development through co-creation and collective learning

Meaningful Relationships

- Is compassionate and accepting of others
- Connecting with others at an honest human level

Resilience

- To be aware of and utilise personal strengths and resources to endure tough times
- Keeping a positive outlook and using challenges as personal growth

Clarity of Intention

- Clear and effective communicator
- Is purposeful and makes decisions

Data Protection:

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 the 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.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	