



Role Profile

Job Title: Note Taker – SQA Business Support	Grade/ Level: L	Post Number: AO00027
Directorate: Children’s, Families and Community Health.	Job Family: Business Support / Children’s Services / Social Care Customer and Business Services	Date Prepared: October 2019
Role reports to: Business Support Team Leader		
Job Purpose: To provide a high standard of effective and efficient administration, including co-ordination as a Note Taker within the Business Support Unit, which is placed within the Quality Assurance and Review Team. There is one main area to be covered by this note taking role: <ul style="list-style-type: none">• Child Protection Conferences (CP Conferences) – whereby children who are deemed to be at risk of significant harm remain living within their family unit• Although there will be an expectation that you are able to take notes for other similar meetings		
Key Accountabilities: <ol style="list-style-type: none">1. To be part of the Quality Assurance & Review Team, to work with colleagues in the team to contribute to helping children to be safer and looked after well.2. To answer phone calls from professionals, families, children and members of the public. To deal with these sensitively, redirecting these appropriately, or taking detailed messages and ensure these are passed on promptly.3. Attend Child Protection Conferences and take notes and provide an accurate account of the meeting, including clear specific actions. Use judgement, skills and expertise to compile and produce a clear and agreed record of the meeting for circulation within Children Services and to external agencies and families, where appropriate, within procedural timescales. This includes typing plans live in Child Protection Conferences.4. Upon authorisation of the record of the meeting by the CP Chair, ensure it is circulated to all relevant parties, within statutory timescales.		

5. 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.
6. Contacting professionals prior to and following meetings, to ensure processes are appropriately adhered to.
7. Compile and collate all relevant reports and paperwork from a range of professionals, in preparation for CP Conferences and ensure these are available to the professionals prior to the commencement of the meeting.
8. Report on CP data and sharing with appropriate bodies (Swindon Safeguarding Partnership and Senior Management) and professionals, including for the purposes of Freedom of Information requests.
9. Maintain the SQA diary to a high standard.
10. Support the CP Chairs in relation to processes and exemplars on the I.T systems prior to them attending required relevant training.
11. As a member of the Quality Assurance & Review Team, provide clerical and administrative support to the LADO, Senior IRO and Team Manager. This may include taking minutes for Allegation Management Meetings and for the Multi Agency Risk Panel. Other duties will include general clerical and administrative tasks e.g. data inputting, postal duties, and photocopying for the wider QA&R Team.
12. Ensure there is effective and efficient service delivery in accordance with Swindon Borough Council's policies and procedures laid down by the Swindon Safeguarding Partnership and National policies.
13. Maintain the confidentiality of client information, ensuring that correspondence is appropriately managed, in accordance with Swindon Borough Council guidance and statutory legislation.
14. Maintain knowledge of current developments around use of information technology, and attend training as required.
15. Promote good race, ethnic, disability and community relations, including young people and staff from a diverse range of backgrounds.
16. To undertake any other duties deemed commensurate with this post as directed by the line manager.

Supplementary Accountabilities:

1. Show high level of discretion at all times due to the highly sensitive nature of the work.
2. Show high level of initiative in being able to ensure the smooth running of meetings.
3. Carry out duties as required by the CP Chairs / LADO commensurate with the grade of the post.
4. This role does put individuals at potential risk to health or wellbeing, with the possibility of being the subject to verbal or physical abuse.

5. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
6. Due to the length of some CP conferences and the need for accurate notes, the note taker has to be able to concentrate very closely for long periods of time, despite distractions e.g noisy young children, angry and upset parents and parents leaving and returning to the room.
7. To achieve agreed service outcomes and outputs, as agreed by the line manager.
8. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
9. Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, reading reports and data recording.
10. To ensure all work objectives are compliant with Children's Services Standards.

Job Scope: Number and type of jobs managed:

Not applicable

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Budget: Not applicable

Typical tasks supervised/allocated to others:

Not applicable

Assets: Not applicable

Knowledge and Experience:

- Typing speed of 60 wpm minimum
- GCSE or equivalent level in numeracy and literacy skills with a high standard of English grammar and punctuation
- High level of competency in the use of information technology
- At least 3 years' experience of working in an administrative role
- High level of competency in proof reading
- Excellent communication skills and telephone manner
- Ability to cope with the constant pressure of working to procedural deadlines
- There is a high level of emotional stress due to the content and the subject matter with working in the team, therefore emotional maturity is required to be able to cope with such stressful situations
- Due to the nature of the meetings and the need for comprehensive minutes, the Administrator has to be able to concentrate very closely on what is being said and to record this accurately
- Previous experience in a customer focused environment
- Excellent verbal and written skills

- Evidence of team working
- IT proficient, with competent use of MS Office (Word, Excel & Outlook, Publisher) and Social care Database, Social Media and other mediums of communication preferred by young people
- Experience of organising and supporting complex meeting and events
- Ability to cope with the constant pressure of working to procedural deadlines
- Enthusiasm for the objectives of the Children Services Department
- Commitment to Equal Opportunities Policy

Decision Making:

- Ability to work under minimum supervision
- Ability to decide what is necessary to produce accurate minutes from information that is not always presented coherently or logically and the transcription of which therefore entails the re-arrangement of chronological details, the restructuring of information and the correction of grammar
- Ability to use judgement, skills and expertise to compile and produce a clear and agreed record of meetings for circulation within Children Services and to external agencies, where appropriate
- Ability to prioritise own workload, responding to conflicting pressures
- Work with Corporate Policies, Children Services policy and procedures and team procedures
- Ability to prioritise own workload, responding to conflicting pressures, with guidance from line manager. Daily prioritisation of work is important as this can have consequences over days/weeks as this can have an impact on performance indicators
- Across all aspects of the position, to make an informed decision based on current legislation e.g. Data Protection Act, on what information can be given to another person either within or outside of Children Services

Contacts and Relationships:

- Work as part of the business support team with the Safeguarding & Quality Assurance Service and offer support to colleagues
- To deal politely and tactfully with a wide range of people
- Maintain constructive working relationships with social care staff within Children Services
- Regular daily liaison with professionals in other agencies at all levels, e.g. Managing Directors, Paediatricians, Senior Probation Officers, Senior Police Officers, GPs and other Local Authorities

Creativity and Innovation:

- Ability to contribute effectively working in a service that is in a period of change
- Problem solving, including with technology and multimedia equipment, service user enquiries and liaising with other professionals
- There can also be changes within the law, which need to be incorporated into our working practices
- All changes need to be documented and distributed throughout the working team

In accordance with the provisions of the Data Protection Act 2018, 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:**