



## Role Profile

<b>Job Title:</b> Business Support Administrator - Primarily Child Looked After (CLA)	<b>Grade/ Level: L</b>	<b>Post Number: AO00027</b>
<b>Directorate:</b> QA & Safeguarding, Children Services	<b>Job Family:</b> Admin/ Children's Services / Social Care	<b>Date Prepared:</b> October 2019

**Role reports to**  
 Business Support Team Leader / Data Analyst

**Job Purpose:**  
 Administration relating to Children Looked After and business support to the Safeguarding Children's Team.

- Key Accountabilities:**
1. Manage the allocations of all new CLA children to Independent Reviewing Officers, along with the Team Manager and Senior IRO, within statutory timescales.
  2. Support the allocated IRO to organise initial statutory reviews for Children Looked After (CLA) within statutory timescales. Liaise with children, social workers and foster carers around ensuring these are at appropriate times for the young people.
  3. Liaise with Social Workers, Foster carers and all other professionals at all levels with regard to essential information to enable preparation of necessary paperwork.
  4. Prepare and issue letters of invitation to CLA reviews, including accompanying paperwork, within prescribed timescales.
  5. Initiate and maintain electronic files for each individual Child Looked After.
  6. Proof read and format completed CLA Review Minutes and distribute them within required timescales.
  7. Transcribe the Independent Reviewing Officers' review minutes from handwritten material, when required.
  8. Provide a first port of call service for the Independent Reviewing Officers', taking telephone calls from children, parents, foster carers and other professionals regarding CLA matters.
  9. Support the IRO's in relation to IRO processes and exemplars on the I.T systems prior to them attending required relevant training.
  10. Maintain the Independent Reviewing Officers' diaries.
  11. Ensure all data is accurately recorded and inputted into the IT systems.
  12. Maintain accurate and up-to-date client and management information on the Children Services database, liaising with Social Workers and other professionals as required. Collate statistical information relating to the contribution of Children Looked After to their reviews, and run reports both weekly and monthly.

13. 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 Child Protection Conferences and taking minutes 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.
14. 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.
15. Maintain the confidentiality of client information, ensuring that correspondence is appropriately managed, in accordance with Swindon Borough Council guidance and statutory legislation.
16. Maintain knowledge of current developments around use of information technology, and attend training as required.
17. Promote good race, ethnic, disability and community relations, including young people and staff from a diverse range of backgrounds
18. 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. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
3. To achieve agreed service outcomes and outputs, as agreed by the line manager.
4. 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.
5. 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.
6. To ensure all work objectives are compliant with the SQA Team Improvement Plan.

**Job Scope: Number and type of jobs managed:**

Not applicable

**Job Scope:** Not applicable

**Budget:** Not applicable

**Typical tasks supervised/allocated to others:**

Not applicable

**Assets:** Not applicable

**Knowledge and Experience:**

- 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
- Excellent proof reading skills
- Excellent organisational skills, able to prioritise effectively
- Ability to work in a highly confidential manner
- Experience of handling sensitive information
- Ability to work collaboratively and flexibly as a member of a small team
- Ability to provide a high standard of administrative support
- Excellent communication and interpersonal skills with professionals and members of the public and young people at all levels
- Ability to organise and manage own workload, comfortable working flexibly under pressure and with deadlines
- 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
- The role does put individuals at potential risk to health or well-being, with the possibility of being the subject of verbal or physical abuse
- 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
- Enthusiasm for the objectives of the Children Services Department.
- Commitment to Equal Opportunities Policy.
- 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

#### **Decision Making:**

- Ability to work under minimum supervision and use judgement, skills and expertise.
- Ability to prioritise own workload, responding to conflicting pressures.
- Across all aspects of the position, to make an informed decision on what information can be given to another person either within or outside of Children Services.
- Work with Corporate Policies, Children Services policy and procedures and team procedures.
- Advice taken from the Business Support Manager, CP Chairs/ IRO's, Senior IRO, Team Manager and team members. 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 for both internal and external service users/providers, particularly with participation issues, as well as not meeting 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 within the Conference & Review Team 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 liaison with professionals in other agencies at all levels, e.g. Senior Education Welfare Officers, Paediatricians, Senior Probation Officer, Senior Police Officers, GPs.

#### **Creativity and Innovation:**

- Ability to contribute effectively to the work of the team
- Ability to constantly review the procedures around children subject to Child Protection Plans by regular liaison with Business Support Manager, Senior IRO, Team Manager and CP Chairs / Independent Reviewing Officers
- Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions
- To demonstrate creativity and innovation in establishing this post by creating new and children friendly methods of communication using advanced I.T skills
- Problem solving, including with technology and multimedia equipment, service user enquiries and liaising with other departments.
- There can also be changes within the law, which need to be incorporated into our working practices.

- All these 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: