SWINDON
BOROUGH COUNCIL

Job Title: Business Support Project Officer- Placements Team	Role Profile Number: BSN112
Grade: M Salary:	Date Prepared: Feb 2019
Directorate/Group: Customer and Business Services	Reporting to: Service Manager
Structure Chart attached:	

Job Purpose

To manage and provide a comprehensive and responsive administrative service.

To provide technical and procedural guidance, supervision, finance and management functions to meet budget and Children's Services objectives and performance indicators.

Key Accountabilities

1. Prioritise work in accordance with statutory deadlines and other local priorities

2. To record information relating to placements for children in care, including in ICS, business/ data reporting systems and finance systems

3. To share information about placements for children in care as needed (reporting, informing relevant partners, sharing information with finance)

4. To collate and update information about providers of placements for children (both in house and external placements)

5. Organising and maintaining systems and folders for information about children in care and their placements

6. To start and end payments for in house foster carers (SWIFT)

7. To track the completion and return of contracts for placements with external providers

8. Ensure that changes to placements for children are tracked, reported and recorded

9. To develop and maintain recording systems relating to childrens placements and run reports and management information to assist with monitoring of placements and placement expenditure

10. Develop and oversee a system to enable the team to review placements at required intervals and to assist in preparation and recording of reviews

11. Contribute to the overall improvement plan for the team and use skill and experience to identify and priorities areas for improvement and efficiency within the team

12. Act as System Super User; the first point of reference for operational staff for advice and guidance in line with SBC policies and procedures

13. Ensure any relevant client databases or client files are updated in a timely and accurate manner, and within SBC policies around data protection and information security, and archiving

14. Run Management Information reports using Business Objects to assist in tracking and statistical returns, and to check for data integrity

15. Provide Administrative support for the day to day operation of the team

16. Provide cover as required for other Business Support teams as the need arises

17. The post holder will be expected to provide advice on complex administrative matters or on sensitive information to senior managers in the Department or in other agencies

Supplementary Accountabilities:

- Participation in ad hoc projects/working parties as determined by Departmental needs

Knowledge & Experience

- Substantial previous experience in an administrator's role.

- Demonstrable experience using initiative to develop and improve processes

- Confident in dealing with budget monitoring and other finance systems.

- Ability to communicate across all levels and via various media e.g. face to face, mail, phone

- Experience of dealing directly with the public in emotional and stressful situations. Experience of handling sensitive and confidential information

- The ability to demonstrate competency in the separate technical/procedural, training, supervision and management functions of the post. The ability to switch between these functions constantly and easily

- To demonstrate an ability to gain system expertise quickly in order to be able to act as a super user. To offer support and guidance to colleagues and identify training needs and issues and report to the Super User Group

- Demonstrable accreditation in the use of windows based word-processing, creating complex spreadsheets and databases to produce management information

- Knowledge of Data Protection and Freedom of Information Acts.

- Work within the Team Manager to establish the team goals.

- Confident to work with minimal supervision

- Proactive, motivated and enthusiastic in work approach

Working Conditions:

Consistent high use of IT equipment.
Will need to be flexible with working hours, assisting fieldworkers during emergencies.

<u>Decision Making</u>

<u>Examples of decisions:</u>

Financial decisions are direct decisions on forecasting, trends, projections of budget for the year ahead, reporting budget position and advising manager of opportunities to reduce spend. This ensures reduction of overspend. These decisions affect the efficient provision of Children's Services including staffing of teams, which has a major impact on service provision.

Recommendations and collective decisions are made at ICS Super User meetings and management meetings. These decisions can lead to changes in procedures and working standards. Decisions have significant implications for the service and can have a long-term impact.

Collaborating and communicating with Team Management Group, the role involves contributing to technical, procedural and staffing advice in decision-making. These decisions affect provision of service, affect the internal operation of the team and affect the ability to meet objectives and performance indicators.

The role involves introducing new administrative procedures and practices and making recommendations to change existing systems to improve efficiency and performance of the team or division in general. These kinds of decisions can have a major impact on service provision affecting working practices, children's

outcomes and meeting performance indicators.

To maintain a comprehensive service to Placements Team. The post is accountable for direct decisions (made regularly) on delegation, prioritisation of work and staffing/recruitment issues. The choices can be wide ranging and consequences of decision making can have an impact on targets, objectives, performance, staff and children's outcomes.

<u>**Creativity and Innovation**</u>

The role involves being able to adjust to constant demands and changes, to facilitate team members with their priorities. This involves interpreting and disseminating information to team members as appropriate.

Development Procedures: - Development and implementation of complex admin/financial processes and procedures to match legislative requirements and Social Work practice.

This involves: Questioning existing practice.
Reviewing and adapting procedures and systems.
Interpreting reporting requirements.
Recommending efficiencies to improve performance.

Job Scope	Budget Holder	No
Number and types of jobs managed • •	**Responsibility**	.
Typical tasks supervised/allocated to others • • •	**Asset Responsibility**:	

<u>**Contacts and Relationships**</u>

- Ensuring accurate and appropriate statistical information about the Team's performance is collated, recorded and made available to the appropriate management within Children's Services.
- Responsible for producing exemplars in line with statutory legislation and ensuring implementation within operational teams.
- Types of written communication include letters, writing reports and completing forms.
- Types of verbal communication – dealing with enquiries financial and welfare, on the telephone or face to face.
- The role has regular contact with a variety of teams and agencies, both within and external to the Council.

Values and Behaviours

Connected: We put Swindon and its people at the heart of everything we do.
We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart
We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success
We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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