

Job Title: Business Support – Primarily Allegation Management	Role Profile Number: SBC_11426
Grade: L Grade Salary:	Date Prepared: March 2021
Directorate/Group: Children’s Services	Reporting to: Senior Business Support; Senior IRO and Team Manager
Structure Chart attached:	No

Job Purpose

- To support the Local Authority Designated Officer (LADO) in the management of allegations against people who work with children.
- To provide efficient and effective business support to the management of allegation in conjunction with the Local Authority Designated Officer (LADO)
- To regularly provide administrative cover for other areas of the Quality Assurance & Review Team, namely Child Protection, Child Looked After and Multi Agency Risk Panel.

Key Accountabilities

1. Answer phone calls and respond to emails. Respond immediately to enquiries relating to members of staff subject to LADO procedures and record these accordingly.
2. To respond effectively to contacts from professionals and staff of other agencies and elsewhere in the Authority, children, members of the public, and regulatory bodies eg; OFSTED. Dealing sensitively with enquiries, logging calls accurately and alerting social care staff or managers immediately to any issues that require immediate attention.
3. Work closely with the LADOs, communicating and prioritising key activities, particularly in regard to new referrals. Work with the LADOs to ensure all information is available and any relevant themes are noted.
4. 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.

5. Maintain a comprehensive and reliable data management system for investigations into allegations against people who work with children, ensuring all incoming data is accurately recorded on the IT system. To ensure that electronic filing systems are accurate, accessible and kept up-to-date for each individual, subject to Allegation Management procedure. Support the LADO in relation to processes and exemplars on the I.T systems.
6. Report on data relating to allegations against people who work with children, collating performance and activity statistics within deadlines with a high degree of accuracy. This data will be used in report to relevant and appropriate bodies (Swindon Safeguarding Partnership, South West LADO Network, and Senior Management) and professionals, including for the purposes of Freedom of Information requests.
7. Compile and collate all relevant reports and paperwork from a range of professionals, in preparation for all Allegation Management Meetings (AMM's) and ensure these are available to the LADO and professionals prior to the commencement of the AMM.
8. To undertake detailed research on the computer system, including Care Director that will inform the LADO's decision making process.
9. Organise and arrange AMM's, involving a variety of external agencies, within specific and very short timescales. This will involve face to face and phone calls. Book venues / rooms for the AMM's and manage the LADO diary. Contact professionals prior to and following the AMM, to ensure processes are appropriately adhered to
10. Attend all AMM's 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 AMM and send to the LADO within prescribed timescales.
11. Upon authorisation of the record of the AMM by the LADO, ensure it is circulated to all relevant parties, within statutory timescales.
12. As a member of the Quality Assurance & Review Team, provide clerical and administrative support to the LADO, Senior IRO and Team Manager. This will 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 Quality Assurance & Review Team.
13. 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.
14. Maintain the confidentiality of client information, ensuring that correspondence is appropriately managed, in accordance with Swindon Borough Council guidance and statutory legislation.

15. Maintain knowledge of current developments around use of information technology, and attend training as required.
16. Promote good race, ethnic, disability and community relations, including young people and staff from a diverse range of backgrounds.
17. 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 the LADO service
3. Carry out duties as required by the Management Team commensurate with the grade of the post.
4. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
5. To achieve agreed service outcomes and outputs, as agreed by the line manager.
6. 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.
7. 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.
8. To ensure all work objectives are compliant with the Quality Assurance and Review Team Team Improvement Plan.

Knowledge & Experience

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

- Excellent minute taking skills and experience
- GSCE 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 focussed environment
- Excellent verbal and written skills
- Evidence of team working
- IT proficient, with competent use of MS Office (Word, Excel, Outlook & Teams) and Social Care Database (Care Director)

Qualifications

- Educated to a minimum GCSE/A level with a high standard of English grammar and punctuation

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 the Conference for circulation within Children Services and to external agencies and families, 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 follow advice from the Senior Business Support, LADO, Senior IRO and Team Manager. 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.

Creativity and Innovation

- Ability to contribute effectively to the work of the LADO, working in a service that is in a period of change.
- Ability to constantly review the procedures around those subject to LADO procedures children by regular liaison with Senior Business Support, Senior IRO and Team Manager.
- 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
- 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.

<u>Job Scope</u> Number and types of jobs managed • Not applicable Typical tasks supervised/allocated to others • Not applicable	Budget Holder: Not Applicable Responsibility: Not Applicable Asset Responsibility: Not Applicable
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Contacts and Relationships

- Work as part of the admin team within the Quality Assurance & 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 daily liaison with professionals in other agencies at all levels, e.g. Head teachers, Police Officers, Social Worker and other Local Authorities

Other Key Features of the role

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

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