

JOB DESCRIPTION

Job Title	Business Operations Assistant – Childrens Social Care		
Directorate			
Reporting to			
Grade	15		
Evaluation ref:	AG0262	Job ref:	Family BAC
Role purpose			
Responsibilities			
<p>Demonstrate initiative, organising and prioritising skills in providing a general administrative support to the Business Support team and social workers as required including: - opening, sorting, recording, and the distribution of post,</p> <ul style="list-style-type: none"> - answering the telephone, taking accurate messages for colleagues, directing the caller to an alternative source of help or, where appropriate, resolving the query - photocopying, arranging duplicates/printing and monitoring team mailboxes <p>The assignment is designed to provide proactive administrative support to social workers enabling them to focus on direct social work with children and families.</p> <p>To work within established procedures/guidelines, use initiative to compile, store, revise and print text, tables, spreadsheets, official documents and reports. This may include working under direction with specialist documents according to specialised protocols. Ensure the confidentiality of sensitive/legal matters during text preparation and storage.</p> <p>Prepare and issue replies to routine correspondence that will include sensitive information and must be accurate. This will frequently be correspondence in relation to multi agency meetings that must comply with statutory timescales.</p> <p>Maintain a basic understanding of service activities in order to minute/note take at meetings, recognising where appropriate the confidentiality of matters discussed. Prepare material for presentation/circulation as directed.</p> <p>Work with accuracy to update and maintain the Service's case management system (LCS) and other monitoring and record systems to input, extract and amend data and information. Use knowledge and experience of the process / system to identify potential errors and within established criteria, make corrections or escalate for resolution. The subject matter will be sensitive and confidentiality is required.</p>			

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Act as a first point of contact and use acquired knowledge and initiative to provide information for clients, members of the public and staff ensuring that enquiries are dealt with promptly and efficiently. Within established criteria, provide responses and deal with issues as raised or make an accurate record and refer to senior colleagues for resolution.

Support colleagues by providing general support on IT related queries. Trouble shoot where possible or refer on to the appropriate team to request assistance.

Use acquired knowledge and initiative to respond to day to day requests for routine business/administrative support made by service practitioners/senior officers. Supporting colleagues with data validations to ensure that information held on systems is accurate, complete and up to date for performance management statistics.

Archiving files in accordance with the departmental standards, maintaining accurate lists. Liaising with the County Archive office, arranging for files to be retrieved as requested by workers. Liaising with the Local Office Management Team for records to be collected from the office and delivered to the central store as appropriate.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Impact

The assignment holder will be involved in regular interaction with service users, members of the public who on occasions might be distressed or challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved. These interactions may be distressing.

Regular contacts occur with Business Support and service colleagues to pass and receive information, to receive work instruction and to resolve front line problems.

The post holder is expected to have a particular understanding of the importance of data security in relation to all documentation sent to third parties and to adhere to all SC data security policies. Sensitive personal information must be managed with particular care when being sent by post, email or fax and when shared over the telephone and at meetings.

The Assignment will include some accountability for the safe keeping of client records and equipment.

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Working Conditions
Working Arrangements
Somerset Council's dynamic Working Strategy will be applied to this position
Corporate Responsibilities
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Date: