

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Senior Support Officer	JEID	R0314
Salary Grade:	G		
Team:	People Skills Development		
Service Area:	HR – People Solutions		
Primary Location:	Shire Hall, Warwick & Remote		
Political Restriction:	This position is not politically restricted		
Responsible to:	Team Lead People Skills Development		
Responsible for:	N/a		

Role Purpose

To work collaboratively as a member of the People Skills Development Team to co-ordinate learning and career pathways and support a team of Learning Practitioners on a range of learning and development projects.

To offer guidance, support and signposting to staff within the County Council and relevant partners on a range of learning and development matters.

This role will have a particular focus on activities to support Social Work Education but will get involved with a wide range of learning and development activities.

Role Responsibilities

1. To co-ordinate the Assessed and Supported Year in Employment (ASYE) programme for newly qualified social workers (NQSWs) and their EPD (Early Professional Development Programme)
2. To maintain a detailed spreadsheet and other records for regular reporting purposes
3. To register NQSWs on a national portal to draw down funding and monitor receipt of funding
4. To process financial transactions and maintain financial records, reconciling grants and expenditure
5. To administer the ASYE Panel meeting including minuting the meeting, arranging moderation of portfolios, completion of audit paperwork and related administrative tasks
6. To be able to interpret a range of data and respond to requests for data from internal customers and relevant professional bodies
7. To co-ordinate candidate applications for a range of qualifications and programmes
8. To organise learning events and conferences
9. To evaluate learning opportunities and qualifications
10. To purchase learning resources and administer subscriptions to online resources and any associated tasks
11. To offer excellent customer service and liaise with a wide range of internal customers at and external partners, such as universities, learning and development suppliers.
12. To identify potential opportunities for improvements and contribute to process development through testing/implementing of procedures and systems.
13. To deputise for learning practitioners at a range of meetings as appropriate
14. To work as part of a team of Senior Support Officers to contribute to the delivery of a high-quality learning and development service.
15. To undertake any other duties as required, which are commensurate with the grading of the post.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).



Essential Criteria

Assessed By:

An ability to accurately record, maintain, store, gather information and provide management with required data as requested in a timely manner	A, I
Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person and/or writing	A, I
An ability to use own initiative and prioritise workloads in a busy environment working to deadlines. Proven ability in contribution to a Team environment	A, I

The ability to work under pressure including meeting unpredictable deadlines and dealing with conflicting demands	A, I
The ability to use own initiative to respond independently to difficult problems and unexpected situations	A, I
A high level of keyboard/word processing skills and a sound knowledge of computer systems and packages including Word and Excel	A, I, T
The ability to minute complex meetings	A, I
A Professional attitude and commitment to providing a high standard of customer service. With a proven ability to communicate in a variety of ways with members of the public, internal; partners and external organisations to be able to resolve issues relating to wide range of learning and development queries	A, I
Experience or willingness to learn financial systems and be able to undertake financial calculations, tasks and process this information	A, I
Be able to operate a range of efficient administration systems and procedures that support the operation of this service area	A, I
Good numeracy and literacy skills, GCSE grade C or above in English and Maths or equivalent	A
Commitment to own development with willingness and ability to attend training sessions and meetings as required	A, I
A commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take personal responsibility for implementing our EDI policies as required	A, I
To ensure that health and safety responsibilities are carried out in accordance with the Department's Health and Safety policy and procedures	A
To respect and maintain confidentiality of information	A

Desirable Criteria

Assessed By:

Experience in working in learning and development	A, I
Experience and understanding of Social Work Education	A, I
Member of CIPD	A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore

not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting X
<input type="checkbox"/> Lone working on a regular basis X	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment) X	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks X	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	