

Job Description

For Administrative 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:	Business Support Officer	JEID	AD001
Salary Grade:	Grade E		
Team:	Adoption Central England (ACE)		
Service Area:	Adoption		
Primary Location:	Chelmunds Place - Solihull		
Political Restriction	This position is not politically restricted.		
Responsible to:	Deputy Team Administrator		
Responsible for:	Delivering excellent business support to the regional adoption service which includes handling and inputting of confidential data and a wide range of administrative tasks as required when responding to customer contact, enquiries about the service and support to the ACE team managers and social workers.		

Role Purpose

To be part of a busy business support team whose responsibility it is to ensure the regional adoption service functions effectively and to work alongside our social work staff in delivering a full range of services.

This role will involve working alongside the ACE Therapeutic Team - ACE has a specialist Therapeutic Team made up of therapeutically trained and experienced social workers. The key focus for the team is to develop and support attachment-based relationships between children and their adoptive parents.

Parents who adopt need to provide their children with a very special way of parenting and the ACE Therapeutic Team can support parents in gaining the knowledge and skills to truly achieve this.

This role also involves supporting the ACE Birth Records Counselling Team - ACE supports adopted adults to locate and access their birth records prior to adoption.

Role Responsibilities

To work efficiently and effectively as part of a busy team

To organise training sessions, liaise with social workers, managers and families, booking training dates, providing literature to support the training and efficiently maintaining the teams database.

To liaise with social workers and managers, order birth records, maintain the teams database and offer effective administrative support.

To input and maintain confidential data on the computerised client record system.

To work alongside social workers to ensure service delivery within agreed timescales.

To support a duty referral system, taking information from callers and email enquiries then inputting referral details onto the computerised client record system.

To liaise with professionals and clinicians internal and external to ACE.

To manage incoming and outgoing post.

To answer telephone enquiries on a rota basis.

Order and archive records in line with policies and procedures.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Administrator – Level 1
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Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail.
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To undertake routine financial processes including checking stock level and raising orders/requisitions in accordance with approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.
- To collate, record, store and retrieve data and information as required.

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:

Good literacy and numeracy skills	A
To be able to analyse and interpret factual information to solve straightforward problems	I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	T
The ability to work under pressure including meeting deadlines and dealing with interruptions	A
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Experience of handling and processing manual or computerised information	A

Desirable Criteria

Assessed By:

Knowledge of Children Social Services	A
Confident telephone and verbal communication skills	A, I

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
<input type="checkbox"/> Lone working on a regular basis	<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 checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<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	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	