Job Description

For Non-Streamlined Safeguarded 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:	Warwickshire Safeguarding Partnership Business Development Officer	JEID	L0447
Salary Grade:	G		
Team:	Service Development and Assurance (Adults)		
Service Area:	Professional Practice and Assurance		
Primary Location:	Saltisford Buildings, Ansell Way, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Quality, Learning & Improvement Officer		
Responsible for:	Nil		

Role Purpose

To lead development work on behalf of the Partnership and Business Manager with a broad range of individual and organisational contacts involved with safeguarding from across the public, private, voluntary and independent sectors. This will include contact with elected members, chief officers and heads of service.

To support the statutory functions of the Partnership as per the requirements of the Care Act 2014 and The Children and Social Work Act 2017

PRIMARY JOB FUNCTION

•	To provide administrative support to the Partnership, minuting the Partnership and Subgroup meetings and performing associated administrative tasks.

•	To provide a robust business support service to the Partnership ensuring the service operates effectively and efficiently.

•	To be responsible for the development and management of the Partnership's independent website and information systems ensuring content management, gathering and maintaining accurate information from partner organisations on the website and monitoring the effective operation of the website and links.

•	To work with the general public, service users and carers to increase service user engagement and involvement within the Partnership; involvement in safeguarding awareness raising events.

•	To lead the development of social media representation of safeguarding and the work of the

Partnership.

•	To support the Quality, Learning and Improvement Officers with the development of the Partnership's quality assurance framework and tools and its implementation

•	To manage the Partnership's multi-agency case audits and develop and maintain information systems to enable the preparation of data analysis reports for use by the Partnership's Business Manager and Quality, Learning and Improvement Officers to inform future learning and development requirements.

•	Co-ordinate statutory case review activity, including drawing up schedules with the lead reviewer(s), liaison with review participants to make practical arrangements for meetings, logging and following up actions.

•	To manage a delegated budget on behalf of the Business Manager to support the development and delivery of safeguarding events.

Role Responsibilities

1.	To be directly responsible for the design, development and maintenance of the Partnership's independent website on safeguarding across Warwickshire.

2.	To be responsible for content management of the Partnership's website in liaison with the Partnership's Business Manager and Partnership members; updating the webpages and ensuring there are appropriate links to the Partnership's website from partners internet and intranet webpages.

3.	To work with social care staff and the Council's Communications Team to develop case studies for publication on the Partnership's website and inclusion within promotional awareness raising material.

4.	To support the development and production of the Partnership's Strategic Plan, Annual Report and other safeguarding publicity information in various media forms.

5.	To work alongside the Quality, Learning & Improvement Officers to implement the Partnership's new QA framework, ensuring relevant information is made available to enable the effective delivery of assurance events, including making the necessary logistical arrangements.

6.	To promote and encourage the involvement and participation of service users in the work of the Partnership in liaison with the Partnership's Business Manager and Quality, Learning & Improvement Officers.

7.	To consult, engage and work with the general public, service users and carers to facilitate their participation in the work of the Partnership and /or Subgroups and associated development work.

8.	To plan and participate in consultation with the Business Manager and the Quality, Learning & Improvement Officers the development and coordination of safeguarding awareness raising events within community settings; facilitating the interfaces between complex multi-agency partnerships.

9.	To develop and maintain information systems to support the management of the Partnership's multi-agency case audits; and prepare data for use by the Partnership's Business Manager and Quality, Learning & Improvement Officers.

10.   To participate in regional working groups/meetings to develop safeguarding policy, advice and guidance i.e. regional guidance on communications protocols for safeguarding Partnerships and contributing to the development of information resources.

11.   To support the co-ordination and planning for Safeguarding Peer Reviews and other inspections.

12.   To analyse data to ensure t compliance with safeguarding legislation and contribute to any national enquiries,

13.   To support the sensitive and vital co-ordination of work relating to statutory case review activity, including liaising with Lead Reviewers and setting up meetings.

14.   In liaison with the Partnership's Business Manager and the Chair of the Partnership, organise partnership meetings, informing participants of the dates and reports required and ensuring those reports are received by the agreed deadlines.

15.   To provide administrative support to the Executive Board and Subgroups, ensuring arrangements requested by the Chairs are put in place and that material requested is circulated in a timely manner, in advance of meetings.

16.   To assist with meeting preparation, room bookings, verifying attendance, providing hospitality, setting up presentations.

17.   To provide timely, accurate and concise minutes of Partnership meetings and any other associated Partnership events.

18.   Distribute meeting minutes, information and reports maintaining the confidentiality of any sensitive or personal information.

19.   To support the Independent Chair of the Partnership.

20.   To support the procurement process for the further development of the Partnership's website.

21.   To coordinate action plans overseen by the Partnership, including organising and maintaining version control.

22.   Update, maintain and develop systems to ensure an efficient service and effective receipt, storage and retrieval of information. This will include maintaining an electronic data system and collating data, terms of reference, policies and procedures and other relevant documents.

23.   To develop and maintain good working relationships with other teams within the WCC People Group, other Council Departments and partner agencies.

24.   To deal sensitively with enquiries or telephone messages and ensuring any issues requiring immediate attention are signposted efficiently and appropriately.

25.   Identify areas for development and make recommendations for improvement that contribute to

improving the efficiency and effectiveness of the business support function of the Partnership.

26.   To undertake a range of financial administrative tasks in accordance with relevant procedures.

27.   Any other duties allocated by the Partnership Business Manager and Quality, Learning & Improvement Officers, which are within the scope of the grade.

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:
1. Have a broad range of practical and procedural knowledge knowledge of office administration or to hold a relevant qualification at NVQ Level 3 or equivalent	A,I
2. Experience of taking minutes and supporting senior level strategic meetings	A,I,T
3. Experience of setting up information systems and using database and web editing software in order to create and update information	A,I
4. Ability to develop and utilise information technology to perform a range of tasks	A,I,T
5. Excellent communication skills, able to successfully liaise verbally and in writing with professionals and others including service users and their carers, families and representatives	A,I,T
6. Ability to develop positive working relationships with a range of professionals from organisations across the safeguarding partnership	A,I
7. Strong analytical skills with the ability to independently collect, organise, interpret, analyse, and disseminate significant amounts of information with attention to detail and accuracy	A,I,T
8. Ability to use computer packages, including Word, Excel and Outlook to a high level	A,I,T
9. Able to respond to changing work priorities in a positive and constructive manner to ensure urgent tasks are completed within designated timescales	A,I
10. Self motivated with the ability to use own initiative and work under pressure and manage own work priorities	A,I
11. Ability to work effectively as part of a team, build and maintain positive working relationships with all staff	A,I
12. Ability to problem solve and work independently and with others to devise creative solutions to work related problems	A,I
13. Enhanced DBS check if successful	D

Desirable Criteria

	Assessed By:
13. Experience of providing administrative support and financial management	A,I

within a multi-agency environment	
14. Experience of working in a health or social care setting	A,I
15. Demonstrate ability to commit to own continuous professional development	A,I
16. Demonstrate a high level of commitment to customer care in particular providing an effective service	A
17. Demonstrate an understanding of and commitment to adults at risk	A,I
18. The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	A,I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching

☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☒ Other (please specify):	Handling sensitive information relevant to vulnerable adults