Job Description

Job Title	Senior Business Support Officer
Directorate	Children & Young People's Services
Service Area	Childrens Social Care
Grade	4
Competency Level	1
Salary	£28,153 - £32,046
Job Type	Office based
Location	Any location across the city
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8177

Job Purpose

To provide a flexible, high quality business support service to a wide range of Children's Social Care teams

Directly Responsible For:

Not applicable

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Directly Responsible To:

Business Support Team Manager

Main Areas of Responsibility:

- To Assist in the business support functions in the office
- Assisting Social workers with queries
- To assist with cash handling, bank accounts and related financial systems
- To input on all appropriate financial payments systems including and take responsibility for processing pay runs & reports
- To liaise with Exchequer Management, team leaders and social workers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to
- To arrange, attend and minute/record Panels as required across Children and Young People's Services
- To collate and distribute item reports within agreed timescales and assist with the Quality Assurance of items reports as appropriate
- Co-ordination of committee reports and provide appropriate guidance to senior managers
- To ensure that minutes and decisions are distributed to authorised recipients within agreed timescales and in accordance with appropriate data protection guidelines
- To offer guidance to the panel chair and members on procedural issues and timescales and progress actions/panel decisions as required
- To ensure recommendations are recorded on appropriate ICT systems within agreed timescales
- To work within a Performance Management Framework and to aspire towards the objective and targets set out in individual performance plans

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- To prioritise and manage work in line with guidance from line manager and complete work to the necessary standards and timescales agreed
- Engage in and contribute to professional development as and when appropriate
- Maintain confidentiality of information at all times in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- To provide such other assistance as deemed necessary to ensure that the administrative function is carried out
- To provide support to social care staff around Children's systems, such as Liquid Logic and Controcc
- Engage in and contribute to personal development activities and training
- To carry out any other tasks reasonably required of the post holder
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- This post does not have any supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is an office-based role and hence is sedentary, involving long periods of sitting.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

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Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSE's (Grades 9, 8, 7, 6, 5, 4 or grades A*, A, B, C), NVQ Level 3 in administration or equivalent (A)

Desirable

- ECDL, GCSE ICT (A* to C or 9 -4) or ICT/IT User Level 2 or a good level of ICT skills and able to use Microsoft Office including Word, Excel and Outlook

Experience

Essential

- Experience of taking accurate minutes or experience of detailed report writing (A/I)
- Experience of producing data and financial reports for analysis (A/I)
- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, distribution of minutes and outcomes from meetings (A/I)
- Experience of working with IT systems – i-Casework, Liquid Logic, Excel, Outlook etc (A/I)

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Desirable

- Experience of producing work of a high standard and working to tight deadlines
- Experience of working with Controcc, sap and other financial systems

Skills/Abilities

Essential

- Excellent verbal and written communication and interpersonal skills (A/I)
- Good organisational skills and ability to use own initiative and prioritise own workload (A/I)
- Ability to produce quality work within highly pressurised and time restricted situation (A/I)

Desirable

- Well-developed IT skills
- Ability to communicate and liaise efficiently at all levels within the Council
- Ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- Ability to deal with potential conflict but deliver positive outcomes

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

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Other

Desirable

- A commitment to equal opportunities.
- A desire to provide customer focused services
- To work from any location if required

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