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| |  | | --- | |  | | **Business Support Officer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role.  The role is based within Adoption Counts which is a regional adoption agency, delivering adoption services within the districts of Manchester, Salford, Stockport, Trafford & Cheshire East.  Adoption Counts is hosted by Stockport Council | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   Adoption%20Counts%20with%20strapline%20CMYK_print.png  green band epsStockport Council  **Job Description** | |
| Post Title: Business Support Officer  **Service Area: Adoption**  **Directorate: Services to People (Children)**  **Team: Business Support** | Salary Grade: Scale 3 |
| **Post Reports to: Business Support Manager**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**  To provide general business support to colleagues supporting children and families through adoption. | |
| **Summary of responsibilities and key areas:**  As a Business Support Officer you will support the delivery of a range of services to include some or all of the tasks below:   * To receive and signpost incoming enquiries to the agency. To respond efficiently and courteously, with tact and diplomacy to all queries and correspondence, both written and verbal from a wide range of internal and external customers * To use initiative as the first point of contact or escalate where appropriate within agreed timescales and procedures. * To monitor and progress DBS and statutory reference checks on behalf of Adopter applications. To complete all documentation and correspondence accurately in line with procedures and within agreed timescales * To update and extract information from management/ client information systems as required including retrieval/collation of reports on Adopters and Children being placed for Adoption. * To screen, record and complete Local Authority checks in relation to Adoption Support enquiries and process referrals where appropriate. * To assist with the booking of venues, hotel accommodation for the purposes of agency business including preparation groups, adoption support groups, staff training and adopter introductions. * To make available the supply of information packs, leaflets and other materials pertinent to Adoption Counts and ensure information is up to date and adequate stocks are available. * To procure and maintain stationery, equipment and general supplies in line with procedures, budgets and agreed timescales. * To assist with the design and development & formatting of documents * To provide photocopying & scanning of documents as required. * To retrieve data from Client Information Systems as required for the purposes of Subject Access Requests (SAR) & Freedom of Information Enquiries (FOI). * Preparation of information for achieving and retrieval of documentation as required. * Preparation and distribution of incoming and outgoing mail. * Sending out information of events, drawing up attendance lists and coordinating feedback. * Work collaboratively with colleagues and stakeholders to enhance the role of Business support within Adoption Counts. * To perform System Administrator tasks in relation to the maintenance and general update of user information on the Adopter case management system to include providing occasional ‘Super User’ training/ support to colleagues. * To develop and maintain relationships with colleagues within the 5 local councils in partnership with Adoption Counts. Providing and obtaining sensitive data in line with agreed data sharing protocols. * To attend and participate in supervision, development and consultation meetings. | |
| **Job activities:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit and across Adoption Counts as a whole.  With some supervision or direction, provide effective work place support to the service where deployed   1. **Problem Solving/Creativity/maintaining standards**  * Perform tasks requiring a good knowledge of routine and work area policies and procedures. * Resolve routine problems in a timely manner, seeking guidance and instruction as needed. * Work within job-specific deadlines and schedules set by Supervisor. * Requires assessment of situations and use of work place procedures. Some interpretation may be required. * Work as part of a team, understand how the role contributes to the teams priorities and is familiar with the work of the service area. * Use of machinery to undertake moderately complex tasks. * As appropriate, create moderate to complex and confidential documents, spreadsheets and presentations as required in the main job responsibilities above. * Organise diaries and room bookings for meetings  1. **Responsibility and Accountability**  * Responsible for ensuring the support offered is as responsive and as flexible as it can be to customer requests. * Respond to expected enquiries and refer to line manager or supervisor for more complex enquiries  1. **Communication**  * Communicate established processes and procedures to a range of audiences as required. * Communicate detailed information/advice within own work area. * Answer general questions and refer more complex questions and difficult customers to supervisor/line manager.  1. **Decision Making**  * Duties and activities will be guided by specific instructions, standard practices, and established procedures that generally require some interpretation. * Offer suggestions to solve basic problems in immediate work area. * Exercise confidentiality of personal and sensitive information based on Adoption Counts & Council Information Governance policy and procedures  1. **Knowledge & Skill**  * Good standard of practical knowledge to undertake a range of tasks in the work area. * Keep up to date with issues relating to the work of the team and department * Gather information from a range of different sources, internally and externally to help inform own work. * To participate in training and self-development requirements or opportunities. * Safe manual handling and ability to lift where appropriate, keyboard skills and accurate data management * Use of a range of systems to support services * Personal Health and Safety in the workplace | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep **Adopters and Children** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of dealing with customers enquiries. | Essential |
| Experience of recording data and interpreting information. | Essential |
| Experience of following procedures, guidance or frameworks. | Essential |
| Ability to work with colleagues to achieve positive outcomes. | Essential |
| Effective organisational skills. | Essential |
| Ability to interpret information. | Essential |
| Effective customer services skills. | Essential |
| Effective verbal and written communication skills | Essential |
| Ability to work accurately to deadlines | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate | Essential |
| Experience of working in a local government, public sector or similar service environment. | Desirable |
| Knowledge and experience of SharePoint and Office 365 | Desirable |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |