

Senior Business Support Officer

Service	Reporting to	Location	Grade	Salary	Hours
Salford Safeguarding Adult Board (SSAB)	SSAB Business Manager	Hybrid working - office based at Unity House and WFH	2C	£22,183 - £24,491	36 per week

About the role

The role of Salford Safeguarding Adult Board (SSAB) is a statutory duty of the Care Act 2014 to ensure that local arrangements for safeguarding adults who are considered to be at risk are effective in Salford.

The Salford Safeguarding Adult Board (SSAB) works with a wide range of partners and requires a dedicated focus and continued commitment to strengthen partnership arrangements to safeguard adults.

- As the Senior Business Support Officer, you will co-ordinate and provide a range of business administration support for the day-to-day impact of the Board and strategic priorities, ensuring the Board's arrangements are effectively executed to evidence impact upon outcomes for adult.
- Support the design, formulation and take the lead on the implementation of the administrative and data management systems and processes to ensure the smooth running and co-ordination of a high-quality business support function of the SSAB and its related business.
- Manage a range of highly sensitive and confidential information within the business of the Board in an appropriate manner and with due reference to the requirements of the Data Protection Act and GDPR.
- Contribute to ensuring a commitment to strengthen multi-agency partnership arrangements to safeguard adults in line with the SSAB vision, values and strategic priorities and embed into day-to-day practice, processes and culture.
- Provide business support to the Joint Independent Chairs of the SSAB, Executive Committee, SSAB Subgroups and the SSAB Business Manager including administration and minute all meetings of the Board, Executive Committee and Subgroups. To carry out the preparation of relevant documentation for the meetings, liaise with members, undertake post meeting administration procedures.
- Coordinate and support the involvement of other agencies and partnerships in the business of SSAB. This includes supporting Senior Managers, Strategic Director (DASS) and the administration of the High-Risk Advisory Panel (shared reasonability with Adult Social Care).

Job code:
Job score:
Date of evaluation:

#HappytoTalkFlexible



Salford City Council

Key outcomes

- Contribute to the delivery and development of the SSAB multi-agency safeguarding arrangements.
- Coordinate the administration arrangements SSAB has for delivering its business including arranging specific events such as focus groups, learning events, case review events, development sessions and multi-agency training courses and seminars.
- To manage diaries, schedule meetings and exercise judgement to prioritise events and deal with conflicting demands. This includes reviewing and distributing agenda items for meetings, invites, producing reports and taking and typing up accurate minutes ensuring papers are available and preparation time is scheduled into the diary related to SSAB Business activity.
- Administer meetings for the SSAB including Board, subgroups, Executive meetings and where required its related subgroups and task groups.
- To establish and maintain a network of contacts with other equivalent Business support officers across organisations including other authorities, elected members, government organisations, inspectorates, partners and agencies, national panel.
- To provide administrative support to ensuring relevant information is updated, organised and disseminated via e.g., mailing lists, agency leads, SSAB newsletter, website, 7-minute briefings and learning events.
- Support Safeguarding Adult Reviews (SARs) including arranging and minuting meetings and post-meeting actions.
- Maintain the chronology database in respect of Safeguarding Adult Reviews (SARs).
- To liaise closely with other authorities, partnerships and agencies regarding SSAB business (and Safeguarding Adult Reviews (SAR). This includes supporting Senior Management in their involvement with SSAB business.
- Information management: this involves the management of confidential and highly sensitive information across all members of the partnership to the requirements of the Data Protection Act and GDPR.
- Raise purchase orders and requisitions and process payment of invoices in a timely manner, maintaining an accurate log of income and expenditure for monitoring and reporting as required by the SSAB and finance team.
- You will work collaboratively and inclusively with colleagues, partners and members of the public ensuring equality of opportunity for everyone and eliminate direct or indirect discriminatory practices/behaviour.
- To provide analysis and reports supporting the Business Manager to contribute towards the development and implementation of the SSAB Business Plan, Thematic Review of SAR's, Annual Report and related activities.

- Provide administrative support for the co-ordination of responses to inspection reports and reviews.
- To support the work of the SSAB to ensure its duties are met through the effective operation of the Board, its subgroups, and the support team to ensure effective scrutiny and challenge is given to multi-agency arrangements of safeguarding adults.
- As the Senior Business Support Officer, you will be a part of SSAB team, contributing to the development, implementation and impact of the work of the Board and strategic priorities, ensuring the Board arrangements are effectively executed to evidence impact upon outcomes for safeguarding adults.
- To promote and build upon best practice to support a consistent, whole systems approach to multi-agency arrangements.
- To offer innovative thinking and proactive approaches to learning and workforce development and provision.
- Supporting the development and updating information on the SSAB website.
- Ensuring any documents produced by the SSAB meet the accessibility requirements.
- Acting as the first point of contact for enquiries and information requests relating to the business of the SSAB.
- To undertake such additional duties as are reasonably commensurate with the level of the post.

What we need from you

- Professional credibility through proven relevant experience in related field including setting up and maintaining office systems.
- Relevant professional qualification i.e. high level word processing skills (Business Administration, NVQ3 in Business Administration, RSA or equivalent) and proficient in the use of spreadsheets/databases and presentation methods.
- To have experience in managing projects/programmes and supporting people demonstrating good management skills.
- Experience of using a strength focused and relational approach to support improved outcomes for adults.
- Models and demonstrates Salford's values and behaviours.
- Ability to translate complex ideas and information into meaningful and 'user-friendly' information to ensure all audiences understand the key messages.
- To be able to manage your time effectively to ensure that timescales and objectives are adhered to.

- To build strong, collaborative relationships to find creative ways to make services more sustainable and flexible.
- Ability to maintain confidentiality and apply Data Protection principles.
- Ability to accurately undertake basic financial and numerical calculations.
- Excellent knowledge of Microsoft Office Systems and commitment to expand and develop use of technology for service delivery.
- To remain positive under challenging circumstances.
- To demonstrate initiative, confidence, and personal responsibility for action especially where solutions or ways forward are not clear.
- To be a skilled communicator using various mediums who communicates with clarity, conviction and enthusiasm and can demonstrate integrity, create rapport, and build trust and confidence.
- Experience or working to tight deadlines and ability to prioritise tasks to ensure the agreed deadlines are met.
- Ability to contribute to the development of positive and supportive team working relationships.
- To be determined and consistently persist with actions to achieve outcomes.
- Analytical skills, using insight to inform change and plans supporting thematic learning across the partnership to evidence practice improvement and impact on outcomes for adults.
- The ability to work effectively across the strategic partnership.
- Ability to motivate, engage and develop people to deliver shared outcomes
- Be committed to your own professional development.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.