

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Children's Service
SECTION:	Business Support
LOCATION:	Any Children's Service Site
JOB TITLE:	Business Support Officer
POST NUMBER:	
Grade:	4
Accountable to:	Business Support Management
Accountable for:	Business Support Assistants/Apprentice
Hours of Duty:	37 hours in accordance with the Scheme of Flexible Working Arrangements/Service Work-Life Balance Scheme
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

To be provided

PURPOSE AND OBJECTIVES OF THE JOB

To support Business Support Management in the provision of a wide range of business support functions within Children's Services areas.

To contribute to the team to provide a flexible, efficient and effective business support service in accordance with Council policies and procedures and within statutory timescales.

Control of Resources

To manage and monitor the use of all digital and portable media.

Personnel

Financial

To support Business Support Management with financial part of the Service's resources which relate to the work of the post holder in accordance with the financial regulations and procedures of the Authority

Equipment/Materials

To be responsible for whatever equipment or materials are allocated to the post-holder by Business Support Management to use or control as part of his/her duties.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the council and Children's Services.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with Council's Policies.

Relationships (Internal and External)

Internal – Employees of Children's Services and in particular operational staff, social workers etc., staff of other Services of the Council & Impact Partnership.

External – Staff of other Local Authorities, Police, Health, Probation Service, other agencies/bodies, voluntary bodies, GPs, members of the general public and service users.

Responsibilities

The post-holder must:-

- (i) Perform his/her duties in accordance with Rochdale Council's Equality & Diversity policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

PRINCIPAL DUTIES

1. Under the direction of Business Support Management undertake business support functions within the team and ensure the provision of effective and efficient support that responds to service specific needs in relation to:
 - Data Input and Retrieval across a range of software applications
 - Child Care Records Management – electronic & paper
 - Saving and storing documents in a structured way to comply with the electronic social care record requirements.
 - Processing of Incoming & Outgoing Mail
 - Assisting in the Procurement of goods and services
 - Maintaining data quality in relation to all Children's Services records within the post holders area of work.
 - Preparation and collation of information and materials
 - Issuing of Child Employment & Entertainment Licences'
 - Collection of data for the Service Key Performance Indicators
 - Preparing and checking documents/information
 - Designing & producing high quality documents & forms
 - Organising non statutory and statutory meetings. Minute taking and secure distribution of minutes.
 - Diary Management and electronic calendar organisation for HOS
 - To assist in the production, collation and distribution of data or statistical information as appropriate in connection with the activities of the service for HOS
 - To procure stationary, goods and services for families.
 - Supporting the Letterbox Scheme for adopted children & families (within Cared for Children Service)
 - Scrutiny of requests and Payment and reclaiming of Petty Cash
 - Collation of Child Services Budget data
 - To provide administrative support and recording information to IYSS. (Youth Offending Service), MYPASS (Youth Service), Capita, PARIS, (Schools Service) ICS (EHS & CSC)

2. To receive enquiries/requests for service in a courteous and customer friendly manner and record and direct as appropriate
3. To assist in the development, establishment and maintenance of appropriate systems and procedures both manual and computerised
4. Ensuring that the Council's statutory responsibilities in respect of the care and protection of children are discharged and delivered to the agreed standards, eligibility criteria and procedures/guidance
5. To assist in the production, collation and distribution of data or statistical information as appropriate in connection with the activities of the service.
6. Various other ad-hoc duties which may be required to facilitate continued service delivery.
7. Respond to ad-hoc requests which may to be required to facilitate the smooth running of the Section.
8. To complete necessary training for all ICT systems within Children's Services and act as Champion within Children's Services
9. To attend meetings/briefings and events as appropriate.
10. To assist with the collection and distribution of FOI requests and SAR's as directed

SECONDARY DUTIES

1. To undertake such other duties and responsibilities of an equivalent nature as may be determined by the Principal Manager (or nominated representative) in consultation with the post holder and if she/he wishes with her/his trade union representative.

Job Description prepared by	<u>Marion Brown</u>	Date	<u>March 2016</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor	<u>CS Business Support Managers</u>	Date	<u>March 2016</u>
Chief Officer	<u>Pamela Wharton</u>	Date	<u>March 2016</u>

**Rochdale Borough Council
Person Specification**

Service :	Children's Service	Post:	Business Support Officer
Section :	Business Support	Post Number :	
Job Ref:		Grade:	4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Are you willing to work as part of a team and participate in team rotas?	E	AF/I
2 Are you willing to work flexible working hours in accordance with the needs of the service?	E	AF/I
(b) Qualifications and Experience		
3 Do you have NVQ 3 Customer Services or Business Admin (or equivalent)?	D	AF/I/A
4 What is your experience of using software applications including Outlook, Word, Excel, Powerpoint and Information Databases?	E	AF/I/A
5 Please give details of your experience of preparing, interpreting and presenting data correctly.	E	AF/I/A
6 Please give details of your experience of allocating finance and handling cash accurately.	E	AF/I/A
7 Please give details of your experience of working on own initiative.	E	AF/I/A
8 Please give details of your experience of working to and delivering a high standard of customer care.	E	AF/I/A
9 Please give details of your experience of prioritising work and multi-tasking.	E	AF/I/A
10 What is your experience of organising and minuting meetings?	E	AF/I/A
11 Please give details of your experience of providing an efficient and effective word processing service.	E	AF/I/A
(c) Skills and Knowledge		
12 Please demonstrate your ability to communicate clearly, courteously and effectively with a range of people from a range of social and cultural backgrounds.	E	AF/I
13 Please demonstrate your ability to work to deadlines and produce work of a high level of accuracy.	E	AF/I
14 Please demonstrate your ability to operate and develop manual and electronic office systems	E	AF/I
15 What is your understanding and recognition of the importance of confidentiality?	E	

(d) Behaviours and Values		
16	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	<p>E</p> <p>AF/I</p>
Armed Forces		
17	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	<p>D</p> <p>AF/I</p>
18	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces	<p>D</p> <p>AF/I</p>