

## JOB SUMMARY

<b>Post Title</b>	<b>Business Support Co-ordinator</b>						
<b>Job Family</b>	<i>Business Support</i>	<b>Pay Range</b>	6	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	
<b>Service Area</b>	<i>Children and Families (Resilience Around the Family Team)</i>						
<b>Line Manager</b>	<i>RAFT Team Manager</i>						
<b>Location</b>	<i>County Hall, West Newport Family centre and Ryde Bungalow Family centre</i>						

**Job Purpose**

To undertake key responsibilities as a Business Support Co-ordinator within the Children's Services Resilience Around the Family Team (RAFT) to co-ordinate Family Time supervised contacts, meetings, and supervisions.

**Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**

To support social workers, partner agencies to co-ordinate Family time supervised contacts.

To support with setting up meetings, co-ordinating room spaces and taking minutes to enable effective Family Time to go ahead within appropriate timescales.

To support the data collection process including inputting, obtaining, and compiling qualitative and quantitative information, using a range of databases i.e. ICS, Mosaic, and any other systems that may be appropriate to this role.

To update records as necessary and compiling appropriate information and data that supports Family Time.

To communicate verbally and in written format across key partner organisations where appropriate and to respond to telephone calls, e-mails and arranging for enquiries to be dealt with appropriately.

To support the development of spreadsheets and systems alongside the RAFT Team Manager to ensure successful data collation and monitoring of Family Time.

To provide confidential secretarial, administrative support to RAFT Management.

To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, archiving, photocopying, and scanning, as necessary, this may also include being responsible for individual workspaces such as Family Centres.

To arrange, co-ordinate, attend meetings and appointments with internal and external invitees/agencies, book rooms, prepare agendas and other papers, as necessary.

To be responsible for opening and closing family centres, completing daily sign in sheets, daily cleaning sheets and other tasks where appropriate.

**Knowledge, Skills, and Experience**

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Practical experience within the relevant working environment.	Experience of providing advice and guidance to colleagues and partners		<b>D</b>

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	<p>on the application of administration processes, and latest developments within the service / programme. Ideally this will be in a multi-disciplinary social care environment. You will be confident and initiative-taking with a commitment to CPD, with a willingness and commitment to stay up to date on developments within Childrens social care.</p>		
Working knowledge of relevant processes and systems.	<p>Good working knowledge / experience of the operation of Social Care systems and databases, and experience of working with other relevant agencies (such as Barnardos, Tidal, Education establishments etc)</p> <p>Knowledge of specific council systems such as ICS</p>		<b>D</b>
Knowledge of the service provided in own area.	Able to act with limited supervision as the first point of contact for enquiries, some of which may be complex or contentious, from staff members, members of the public and other agencies.	<b>E</b>	
ICT skills including use of Microsoft applications.	Good knowledge of MS Office applications, and sufficiently skilled in the use of databases so to support the development and maintenance of the database for Family Time. Good coordination and technical skills so to demonstrate and ensure the appropriate use of information and systems across multi-agency partners.	<b>E</b>	
Good verbal and written communication skills.	Previous experience of arranging meetings and appointments with internal and external invitees/agencies. Previous experience of minuting and setting up complex and sensitive meetings, including booking rooms, preparing agendas and other papers, and taking minutes.	<b>E</b>	
Numerate and accurate with attention to detail.	Proven ability to develop and maintain effective and secure filing systems, both manual and computerised, in accordance with the Data Protection and Freedom of Information Acts. Able to evidence strong minute taking skills.	<b>E</b>	

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Understanding of how to deal with customers appropriately.	Previous experience in fielding calls from multiple agencies and handing information that is disclosed about families sensitively.	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	NVQ 4 in Business Administration or equivalent qualification or relevant experience		<b>D</b>
RSA III (Word Processing) or equivalent professional qualification may be required.			<b>D</b>
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
<b>Other Requirements</b>			
<b>Organisation Structure (optional)</b>			
<p>Provide agreed weekly, monthly and ad-hoc information.</p> <p>To ensure that all paper correspondence and other documentation received are date stamped then scanned and stored electronically.</p> <p>To continue to develop coordinated systems and processes that support the programme and link with the rest of the directorate's system wide approach.</p> <p>Be responsible for the identification of own training needs and develop a systematic approach to meet these needs.</p> <p>Having your own transport would be preferred.</p>			