

**BRIGHTON & HOVE CITY COUNCIL****JOB DESCRIPTION**

<b>JOB TITLE:</b>	Business Support Officer
<b>REPORTS TO :</b>	Business Support Manager
<b>DEPARTMENT:</b>	Families, Children and Learning
<b>SECTION:</b>	Fostering, Placements and Permanence service

**PURPOSE OF THE JOB**

To provide a business support service to social work teams, supporting relationship based practice. As a key member of our busy service you will be responsible for providing an efficient and effective service to both members of the public, outside professional agencies and social work staff, often in a challenging and pressurised environment.

You will need to be highly organised and have an ability to work both independently and as part of a team. You will need to enjoy solving problems and managing an evolving workload so computer literacy, knowledge of software programmes and good time-management skills are essential.

Understanding that there will be frequent direct exposure to distressing and/or emotional circumstances or occasional indirect exposure to highly distressing or emotional circumstances, e.g. taking minutes or typing reports concerning abuse to a child or vulnerable adult.

The job is both challenging and rewarding and you will be working alongside other business support officers as part of the larger team.

**PRINCIPLE ACCOUNTABILITIES**

1. To be first point of contact for service users and professionals and to be able to deal appropriately with all requests for information and take the necessary action.
2. Deal appropriately with any callers who may be agitated, angry or upset using well-developed customer service skills and practice, whilst maintaining confidentiality and being aware of statutory responsibilities to all service users and employees.
3. The ongoing recording and monitoring of a high volume of strictly confidential security checks and references for prospective adopters or foster carers.
4. To prioritise and plan own workload, seeking guidance when necessary.
5. To have a good understanding of working in a confidential environment with good understanding of data protection legislation.

6. To arrange, attend and take minutes for various statutory and complex meetings and carry out the necessary follow-up work.
7. To have excellent knowledge of IT systems, databases and a desire to learn and develop with in-house systems.
8. To use Microsoft Office packages extensively and have excellent keyboard skills.
9. To maintain and update electronic records and the ability to analyse, monitor and track information and statistical data.
10. To offer support in maintaining websites, social media and recruitment materials.
11. To administer and record all income and /or expenditure within the team, including the Imprest account, processing cash payments, including petty cash and other financial documents where appropriate, in line with agreed procedures to ensure that all financial responsibilities towards service users are met.
12. To participate in staff meetings, personal training and development activities and supervision sessions as required.
13. To undertake other administrative activities, including photocopying, printing and scanning documents, dealing with incoming and outgoing post, allocating or responding to voicemail and e-mail enquiries, maintaining and updating electronic diaries, retrieving files from archives and filing.
14. To uphold the Council's policies for anti-discriminatory practice and equality of opportunity.
15. To uphold the Council's and other Departments' Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

Your duties will be set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in or to your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and in addition as a term on your employment, you may be required to undertake various other duties as may reasonably be required.

## BRIGHTON & HOVE CITY COUNCIL

### PERSON SPECIFICATION

<b>JOB TITLE:</b>	Business Support Officer
<b>DEPARTMENT:</b>	Families, Children and Learning
<b>SECTION:</b>	Fostering, Placements and Permanence service

<b>ESSENTIAL CRITERIA</b>	
<b>Job related Knowledge, Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Knowledge of a range of services provided by a Childrens Social Work Services department, including Fostering and Adoption.</li><li>• Knowledge and understanding of relevant policies, procedures, codes of practice and awareness of relevant legislation.</li><li>• Knowledge of the business support function within a large organisation.</li><li>• Knowledge of the uses of IT within the business support function.</li><li>• Ability to allocate and prioritise tasks and co-ordinate workloads within a social work team.</li><li>• Ability to communicate effectively in person, by telephone and in writing with staff and with service users and other members of the public some of whom may be distressed and angry.</li><li>• Ability to take minutes at various statutory and complex meetings.</li><li>• Ability to carry out various financial processes.</li><li>• A high standard of keyboard skills and experience of Microsoft Office and bespoke databases.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of carrying out a wide range of business support tasks to include high levels of IT usage.</li><li>• Experience of dealing with members of the public in person and on the telephone.</li><li>• Experience of working in a confidential environment.</li></ul>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"><li>• Education to at least good GCSE/O Level standard in English and Maths or equivalent experience.</li><li>• Evidence of relevant training and development undertaken during current or recent employment and of a commitment to continuing personal development.</li></ul>
<b>Equalities</b>	<ul style="list-style-type: none"><li>• Able to demonstrate a commitment to the principles of equal opportunities and be able to carry out duties in accordance with that policy</li></ul>
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Ability to prioritise a varied workload and to work to a deadline.</li><li>• Ability to use own initiative when necessary.</li><li>• Ability to work accurately and with attention to detail.</li><li>• Commitment to providing an efficient, effective and professional service.</li><li>• Commitment to team working.</li><li>• Good listening skills and the ability to act in a friendly, tactful, sensitive, efficient and supportive manner.</li><li>• Demonstrable analytical skills, e.g. when collecting and collating</li></ul>

	data/information, using set systems and consistent with statutory requirements, policies and procedures.
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