

Luton

PURPOSE OF POST:

ORGANISATION CHART:

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    HQ[Head of Quality and Improvement] --> IBP[Improvement Business Partner]
    IBP --> BSM1[Business Support Manager]
    IBP --> BSM2[Business Support Manager]
    IBP --> EA[Executive Assistant]
    IBP --> AEA[Assistant Executive (EA) (K5)]
    BSM1 --> BSM1_1[Business Support Team Leader (FACS, MASH)]
    BSM1 --> BSM1_2[Business Support and Referral Officer - London Road]
    BSM1 --> BSM1_3[Business Support Team Leader (Safety and Safeguarding)]
    BSM1 --> BSM1_4[Business Support Team Leader (FPS)]
    BSM1 --> BSM1_5[Senior Business Support Officer (MASH Coordinator)]
    BSM2 --> BSM2_1[Business Support Team Leader (Corporate Partnering)]
    BSM2 --> BSM2_2[Senior Business Support Officer (Adoption)]
    BSM2 --> BSM2_3[Business Support Team Leader (CA)]
    BSM2 --> BSM2_4[USC Administrator]
    BSM2 --> BSM2_5[Senior Business Support Officer (Commissioning)]
    BSM1_1 --> BSM1_1_1[Business Support Officer (K6)]
    BSM1_3 --> BSM1_3_1[Business Support Officer (K6)]
    BSM1_4 --> BSM1_4_1[Business Support Officer (K5)]
    BSM2_3 --> BSM2_3_1[Business Support Officer (K6)]
    BSM2_5 --> BSM2_5_1[Business Support Officer (K1)]
    IBP --> AEA1[Apprentice across CHU (K6)]
  
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1. Undertake straightforward administrative procedures for the Service including:
 - Accurate inputting of data onto the Council's computer systems including LCS, EYES, Trent, AFP, Controcc.
 - producing reports from computer systems as required.
 - In line with the Council's defined procedures, recording and monitoring correspondence and complaints, annual leave and sickness using computer systems as required.
 - Photocopying, Scanning and Filing.
 - Receive, Collate and distribute mail. Organise and manage the outgoing postal requirements.

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| 2. | Arrange, attend and minute meetings, including disciplinary or other procedural interviews ensuring that statements are accurately recorded.
Arrange, attend and minute complex meetings, including: <ul style="list-style-type: none"> • Service Specific Meetings • Service Specific Panels • HR and Management Meetings (Sickness, Probationary, Disciplinary) Produce an approved typed set of minutes or notes and distribute to relevant parties within agreed deadlines. | 25 |
| 3. | Undertake a range of straightforward financial functions utilising the Council's Financial Management System and spreadsheet packages, including but not limited to ; <ul style="list-style-type: none"> * Raising Purchase Orders * Processing Invoices (including expenditure coding of invoices) * Investigating variances and anomalies within invoices. * Petty Cash requests (Completing paperwork on behalf of team/manager) * Cash Advances (Completing paperwork on behalf of team/manager) * Cheque Requisitions | 15 |
| 4. | Respond to enquiries by the general public including giving information directly where possible recording information as per departmental procedures or passing enquiries on to an appropriate employee or section with the Council. | 15 |
| 5. | Provide word processing support to the service including the production of detailed reports, letters, publicity materials and electronic mail. | 10 |
| 6. | Manage data and collate information on behalf of service, managing spreadsheets and analysing data. Producing reports and visual graphics as required. | 10 |

CONTEXT:

The post holders will sit under the Children, Families and Education directorate. They will support the wider service requirements on administrative activity to support the wider directorate objectives.

The post holder will play an important role in supporting teams with business support tasks across the wider service dependant on service priority which will be governed from team leader and support manager

This role will need to ensure they are delivering tasks to a high quality service to the teams they are embedded in. The post holder will be supported with training, development, regular team meetings, one to one's and check-ins.

The post holder will be expected to work independently and as part of a team in the delivery of work priorities and that of the service areas.

The Service Specific Information is set out below, but not limited to those requirements listed.

20% is set aside these service specific requirements, however the post will need to be flexible in terms of being deployed to other service and key priorities around these key functional requirements across the wider service

MASH and Assessment

- Post holder will have responsibility to support MASH Team with processing high volume of incoming calls and information of a highly sensitive, emotive and distressing nature, then recording all contacts and referrals onto EHM and LCS. Will also support with processing requests for subject access requests and requests for information.
- Post holder will have the responsibility of supporting Assessment team by processing high volumes of cases and information of a highly sensitive, emotive and distressing nature. Post holder will coordinate and manage high volumes of strategy meetings and produce minutes within 24 hours of the meeting.

Family Partnership Service

- Post holder will support the service with managing the Reception areas of the hubs with meeting and greeting visitors, managing the security of the entrances only permitting visitors allowed entry. The post holder will have some awareness of MAPS system to be able to support with cover in absence of Senior Business Support Officer for MAPS. To be a key holder and support with the locking and unlocking of the buildings.

Family Safeguarding

- Post holder will support the service with providing administrative support to cases within Care proceedings and to PLO meetings. This post holder will provide administrative support for Legal Gateway Panel and Care Management Panel in the absence of the dedicated business support. Will provide support with the CLA Health assessment paperwork and recording on LCS.

Children with Disabilities

- Post holder will support the service with direct payment duties including requesting ID Documents, DBS clearances and requesting pre-payment cards for parents. Will support the team with highly sensitive cases and processing information of an extremely sensitive nature, including pastoral care for children. To support with the ordering of specialist equipment for children with disabilities.

Corporate Parenting:

- Within the 18+ Team, the post holder will be the allocated administrator for the team credit card, reconciling straightforward payments made whilst maintaining the Leaving Care Grant spreadsheets. They will also monitor and track large volumes of items ordered for Care Leavers using the Leaving Care Grant, and support with the organisation of "Chill In" events and National Care Leaver Week events.
- Within the CLA Team, the post holder will be supporting with CLA Health Assessment Paperwork and Recording on LCS, Supporting with Strengths and Difficulty Questionnaires and recording on LCS. Supporting with the processing of costs for 16-17 years olds in Semi Independent Placements.

- Within the Fostering Team, the post holder will be supporting the Fostering team by processing LA Checks for Foster Carers, Support with the recruitment process for foster carers including medical checks, DBS checks and References. Post holder will also progress Annual Review Paperwork for foster carers.

Strategic Safeguarding and Quality Assurance

- The post holder will support the safeguarding service by coordinating and minute taking Child Protection conferences, collating documents from partners and distributing to attendees. Coordinate and process invites for CLA Meetings on behalf of the Independent Reviewing Officers.

Commissioning

- Post holder will support the service by processing finance requests, supporting Children with disabilities service with direct payments and pre-payment cards. Will process paperwork on behalf of the finance team to support levels of demand in service. To process basic invoices for payment on behalf of the team.

DIMENSIONS:

Supervisory Management: N/A

Financial Resources: Raising purchase orders and Invoices against service cost codes.

Physical Resources: Laptop, Printer, Telephone

Other: N/A

Working Environment:

The post holder will have substantial contact with a wide range of colleagues, senior management, Councillors, external organisations and members of the public. The post holder will operate within a demanding environment and will need to be reactive to frequently changing priorities and deadlines and will need to demonstrate discretion, sensitivity and confidentiality.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Some administrative experience	1, 2	Worked with a local authority	
	Experience of using I.T. and office software systems	1, 2		
	Experience of minute taking, creating agendas and producing minutes.	1,2		
Skills/Abilities	Good standard of communications skills - able to communicate clearly and accurately whilst remaining professional and listening attentively with empathy to service demand	1, 2	Some knowledge of social care services	
		1, 2		
	Able to work with autonomy and as a member of a team to achieve strict deadlines and targets and priorities	1, 2, 3		
	Demonstrable Numeracy skills – able to monitor data and reconcile straightforward financial procedures	1, 2		
	Demonstrable written skills to produce reports, minutes and correspondence			
Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace	1, 2		
Specialist Knowledge	Administrative admin procedures and systems	1, 2	Knowledge of Business Support tasks	
Education and Training	Recognised administration qualification to NVQ 2/3 Level or equivalent experience	1, 2, 4		
Other Requirements	Ability to attend sites throughout the Borough (as required)	1, 2		
	Able to converse with ease with members of the public and provide	1,2		

	effective help or advice in accurate and fluent spoken English			
	Able to adjust hours of work on occasions to meet service requirements			

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

(i) Equal Opportunities

(ii) Health and Safety

(iii) Data Protection Act (2018) & General Data Protection Regulations (2018)