



Department:	Children and Family Services
Job Title:	Service Support Assistant
Grade:	Grade 6
Post Number:	
Service/Section:	Children and Family Services Business Support
Base/Location:	County Hall
Responsible To:	Senior Business Support Officers
Responsible For:	N/A
Key Relationships/ Liaison with:	Staff across the County Council, District Councils, relevant partner agencies, the Police, schools, children in care, voluntary & community organisations and members of the public

Job Purpose
<ul style="list-style-type: none">• To provide and support efficient and effective database support, referral process and a clerical family response, including database entry tasks to a very high standard within Children and Family services.• To apply safeguarding checks to day to day tasks, reading, analysing and highlighting concerns with staff, referrers and families, as directed by a team leader or manager.• To undertake basic checks with referrers and families, and data quality activities to support the programmes as directed by a team leader or manager from within the service areas.• It is vital to the future of the department that the post holder is flexible in taking on additional tasks, willing to offer help to employees and treats co-operation and support for colleagues as a top priority.

Main Duties and Responsibilities	
1.	To ensure confidential matters are dealt with in an appropriate manner.
2.	Complete tasks (case notes, episodes, uploading documents, sending correspondence, etc.) on various information management systems within the timescales given and to a high standard, following agreed practices and procedures within service areas.
3.	When directed, contact parents/carers, referrers and other agencies for the purpose of clarifying or seeking additional information.
4.	Receive visitors and respond to and screen telephone calls, emails and other enquiries to provide a high level of customer care.

5.	Undertake tasks to improve data quality in key systems, identify duplicate records, take responsibility for the assignment of unique client reference numbers for all referrals and notify these to manager's, suggest actions to be taken to remedy specific issues. Participate and support the software champion role within the service areas across C&FS
6.	Produce letters, reports, emails, minutes, spreadsheets and presentations etc. using a variety of software packages to a professional standard, maintaining diaries, making appointments and arranging meetings as required.
7.	Organise, attend and take notes or minutes at meetings, including: Preparation and circulation of agendas and minutes. Booking of travel, venue, catering requirements and minibus hire/log.
8.	To manage and co-ordinate a busy workload of incoming and outgoing correspondence and mail, taking appropriate action to record, track, progress and prioritise work, using own initiative as required to resolve non-complex queries and problems.
9.	Maintain and develop additional systems to support the tracking of workload into the team supporting the team to meet turnaround times and customer service standards. This may include developing and maintaining spreadsheets and other IT based applications.
10.	Produce basic statistics relating to service outputs on a monthly basis, making use of system reporting functions and other IT applications. Present managers with brief statistical information on a regular basis as required.
11.	To use I-procurement to maintain adequate supplies of stationery, forms etc. and to process orders for goods required and check deliveries, including storage of consumables.
12.	When required, provide cover for duty lines, taking messages and updating logs, and ensuring messages and information are passed on to the most appropriate person.
13.	Maintain and operate filing, bring forward documentation collation and progress monitoring systems to support audit/inspection requirements.
14.	To maintain and further develop a variety of manual and computerised record keeping systems relating to families. Monitor staff sickness absence, leave returns, mileage etc. and maintain a resource library.
15.	Process and maintain monthly imprest/IRS returns, ordering of goods, banking, issuing receipts, keeping records of finances relating to trips, memberships, P-cards, crèches etc. and maintain inventories.
16.	To ensure the Health and Safety of all users and all staff, taking responsibility for risk management and incident reporting.
17.	To manage serious incident information to support the Senior Management team on a priority basis when requested.
18.	Provide back up to colleagues, across service areas and to assist in handling urgent work on a day to day basis.
19.	To carry out any other duties commensurate with the post.

Special Factors

- To ensure a safe working environment in accordance with Health & Safety

regulations.

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.
- To attend fire drills, staff meetings, training courses and conferences from time to time as required by his/her own training needs and the needs of the Service.
- Expenses will be paid in accordance with the Local Conditions of Service.
- To recognise and promote the Leicestershire County Council Equal Opportunities Policy Code of Practice and the Departmental Racial Equality Policy Statement.
- To comply with all quality management systems, quality procedures and working practices/processes.
- To carry out the duties and responsibilities of the post in accordance with the Department's agreed Records Management, Retention and Data Quality Guidance.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Revised: December 2017

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	Essential	Desirable	How assessed
<u>Qualifications</u>			
Recognised Academic Qualifications e.g. 'GCSE', 'A' Levels, Vocational Quals, Professional/Further Education Quals in relevant area.	✓		App/Dc
NVQ 2 or equivalent in literacy and numeracy.	✓		App/Dc
Word processing (or equivalent).	✓		App/Test
Audio skills.		✓	
Willingness to undertake training in other software packages as necessary.		✓	
NVQ 2 in Business Administration or equivalent. Or equivalent level of relevant experience.	✓		Int
Shorthand		✓	App/Dc
<u>Experience</u>			
Previous clerical experience ideally in a public sector setting.	✓		App/Int
Experience of using a range of software packages (Microsoft Word, Excel, Powerpoint etc.)	✓		App/Int/ Test
Previous reception experience, telephone enquiries and correspondence.	✓		App/Int
Experience of filing and record systems. Previous experience within Children and Family Services.	✓	✓	App/Int App

A good understanding of the importance of monitoring impact and outcomes for the families receiving services from C&FS.	✓		App/Int/ Test
Good written and oral communication skills (communicating with members of the public and staff inside and outside of the Service).	✓		App/Int/ Test
Ability to communicate with employees at all levels, maintaining confidentiality at all times.	✓		App/Int
Evidence of establishing and maintaining manual and electronic admin systems.	✓	✓	App/Int
Experience of working in a politically structured environment.		✓	
Understanding of County Council services.		✓	
Liaising with external contractors.		✓	
<u>Knowledge</u>			
Knowledge of Leicestershire County Council.		✓	App/Int
Knowledge of Children and Family Services.		✓	App/Int
Full understanding of the need to maintain confidentiality.	✓		App/Int
Knowledge of Ofsted inspections and the requirements for Children and Family Services.	✓		App/Int
Good level of literacy sufficient to enable the production of high quality written materials suitable for a variety of audiences.		✓	App/Int
<u>Skills and Competencies</u>			
Good level of verbal and written communication skills.	✓		Int
Evidence of numeracy, literacy and statistical analysis skills.	✓		App/Int/ Test
Good computer skills, including MS Word, Excel and Access.	✓		App/Int
Presentation skills.	✓		Test
Good organisational skills.	✓		App/Int

Ability to deal with sensitive and confidential matters.	✓		App/Int
Excellent customer care skills.	✓		App/Int/ Test
To produce accurate work to deadlines.	✓		App/Int
To work effectively as a member of a team.	✓		App/Int
Remain calm under pressure and ability to use own initiative.	✓		Int
Ability to prioritise own workload and work under minimum supervision, with a flexible approach.	✓		Int
<u>Other Requirements</u>			
An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		Med
Commitment to the provision of high quality clerical support.	✓		Int
Interest in learning new skills.	✓		Int
A flexible approach to working, including out-of-hours, and an ability and willingness to travel to various locations in a cost efficient way.	✓		Int

Key: App = Application Form Test = Test Int = Interview	Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)
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