

A Day in the Life.....

Business Support Officer

As part of our commitment to improve outcomes for children and young people, Assessment and Intervention work with children who are in need, some of whom are monitored by Child Protection Plans and some who are Looked After Children. Being part of front line service, Business Support Officers complete a variety of tasks for the service.

A big part of the role is taking phone calls from professionals, interrogating Carefirst and then passing phone calls onto appropriate workers. When you are not on a phone call, you will cover a range of tasks such as:

- Accessing and signposting information received via our GCSX email account and our Anycomms account.
- You will add information to Carefirst and upload documents to Wisdom.
- You will minute Strategy Meetings at short notice, and other meetings as assigned.
- You will send out letters and reports.
- You will deal with the incoming EDS observations and signpost them to the relevant Service or Social Worker.
- You will help out with submitting information requests to police as requested.
- You will order stationery as and when necessary.
- You will deal with cash/invoices as and when necessary.
- You will carry out ad hoc administrative tasks.
- You will support a team of Social Workers and Team Managers.

Assessment and Intervention is a very busy front line service that deals with child protection enquiries. Therefore data protection is of the utmost important. You will need to be resilient as some of the information received in Assessment and Intervention can be of an upsetting nature. However, you will receive support from your manager with this.

If you like to work in a fast paced environment, this might be just the position you are looking for. We are looking to move Business Support Officers into teams and require permanent staff to fill vacancies in this team structure.

The above list of tasks does not provide a full overview of what is expected from a Business Support Officer with the service. For more details or to ask questions, please contact Business Support Manager Ruth Coopland at 01484 221000 or via email to ruth.coopland@kirklees.gov.uk.