

Business Support Officer – Grade 5

Job Category

Child Protection and Family Support Services brings together the statutory elements of Children's Social Care provision, a wide range of Family Support, Youth Offending and Youth Services into one overall management arrangement. The service provides clearly focused targeted interventions to take place within a context of integrated assessment and service provision.

The Duty & Care Management, Children with a Disability and Corporate Parenting sections make up the Children's Social Care component of Family Support & Protection Services, including the statutory elements. These sections are responsible for the assessment and delivery of services related to Child Protection (CP), Child in Need (CiN) and Looked After Children (LAC) cases.

Role Description

- Specialist word processing.
- Specialist administrative support.
- Arrange meetings and take minutes as appropriate.
- Facilitate and support meetings and events as directed.
- Data processing (input and retrieval) – including service-based IT systems.
- Information and record management as directed.
- Responding to non-routine enquires/complaints, signposting as required.
- Cash handling and processing of invoices or cheques.
- General administrative duties as required.
- Project work (under supervision).
- Produce basic statistical and management information.
- Maintain and issue stationery stock items.

Contacts: Predominantly by telephone and email

- Staff within the council at all levels.
- Children & Young People.
- Parents & Carers.
- Head teachers and other education professionals.
- Staff from partner agencies

Position of job in organisational structure



For Office Use Only:

Job Category	Business Support	Grading ID	61900
Job ID	80100187	Last Updated	June 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	
Standby	No	Other	
Checked by HR	M Lunn		