A Day in the Life…..

Business Support Duty and Advice

Duty and Advice is the front door to children's services where new potential safeguarding concerns are shared by professional or members of the public. Being part of a 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 Liquid Logic (alongside other systems such as Synergy) 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 Email and Anycomms account.
- You will add information to Liquid Logic, including the creation of Contact records and upload documents to Wisdom.
- You will minute Strategy Meetings at short notice, and other meetings as assigned.
- You will support the DRAMM (daily risk assessment management meeting), DV (domestic violence) Screening and Operation Encommpass processes.
- 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.

Duty and Advice 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 Duty and Advice 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.

Kirklees COUNCIL