

## A Day in the Life of Business Support Officer (Grade 5) – Child Protection and Review Unit

It is a fast paced team, where common sense, quick thinking and a pro-active approach is key. The team needs people who are excellent communicators, people who are reliable, hardworking, self- motivated, very highly organised and very flexible. They are expected to organise their own workload and use their initiative to problem solve.

This role is to work in a team of 10 Business Support Officers, supporting 10 IRO's, LADO and 5 CP Chairs. Each day is different with regards to work and good organisational skills of your personal workload is essential. There are set roles and responsibilities and strict deadlines to be met. A confidence in minute taking, IT packages and Databases would be an advantage.

The office environment is open plan and is shared with Independent Reviewing Officers who hot desk.

There is no typical day but on a weekly basis the BSO may:-

- a. Attend Child Protection Conferences and minute the meeting
- b. Send out Conference invites and minutes to attendees
- c. Collate and distribute reports
- d. Send out Looked After Children review invites and consultation letters.
- e. Action Missing alerts
- f. Action Probation checks
- g. Liaise with outside agencies regarding CP Conference and LAC Reviews
- h. Deal with incoming telephone calls
- i. Deal with visitors to the building
- j. Deal with incoming Local Authority Designated Officer referrals
- k. Liaise with IRO/CP Chairs to ensure team targets are met
- l. Update and record on the Carefirst and CareAssess database
- m. Deal with incoming post

The list above is our core business but there will be other duties.