

Ambitious Stockport, creating opportunities *for everyone*



Stockport

to keep the people of Stockport at the heart of what we do.



Team

to succeed as a team, collaborating with colleagues and partners.



Ambition

to drive things forward with ambition, creativity and confidence.



Respect

to value and respect our colleagues, partners and customers.

Job Profile and Working for Stockport

Our Council

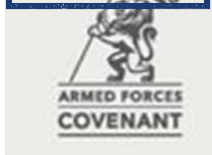
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:	Business Support Assistant
Service Area:	Business Support
Directorate:	Corporate and Support Services
Salary Grade:	Scale 3

Main Purpose of the Job

To undertake Statutory and DBS Checks for both mainstream and kinship carers who are being assessed to care for Stockport children in our care. We also conduct checks for other authorities when they are doing similar checks, and we do checks for Ofsted for prospective childminders etc. It is a crucial area of work as all the checks are driven by statutory timescales or court directed deadlines.

This 18.5-hour part time role (Wednesday to Friday) will be based within our reception area at Central House where you will act as the welcoming face of the building for visitors to our Stockport Family Services, so good customer service skills are also essential. There is a requirement for you to be in the office 2 days a week (mandatory Wednesday and Friday).

You will be working with an experienced team and will be well supported during your training.

Key Responsibilities

- Carry out a range of Statutory and DBS checks for both internal and external clients.
- Updating case management systems.
- Receiving and processing referrals, data, and information; handling and processing sensitive and confidential information; and keeping information safe
- Processing foster carer medicals and initial checks alongside liaising with GP practices.
- Dealing with customer or colleague enquires face to face in the office, via telephone and by email - signposting to relevant professionals where appropriate.
- Telephone call handling and managing customer contact (internal and external) which will include signposting and directing service users.
- Reception duties – offering a warm welcome and first point of contact
- Organising and scheduling meetings and other events.
- General administration including ordering, managing room bookings, monitoring email inboxes, building related administration, etc.



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- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

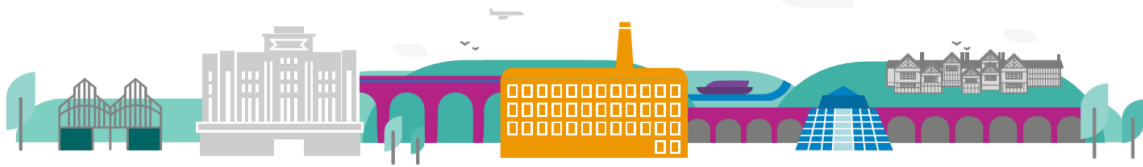
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Good interpersonal and customer service skills
- Good organisational skills and be able to prioritise own workload
- Experience of working flexibly across teams to support projects and activities
- Experience of collating data and information
- Experience of following procedures, guidance or frameworks
- Ability to work collaboratively with colleagues to achieve positive outcomes
- Excellent keyboard skills
- Ability to interpret information
- Effective verbal and written communication skills



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- Ability to work accurately to deadlines
- Demonstrable numeracy, literacy and ICT skills
- Work with other Services within Stockport Family and also other local authorities and partners