Ambitious Stockport, creating opportunities for everyone

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

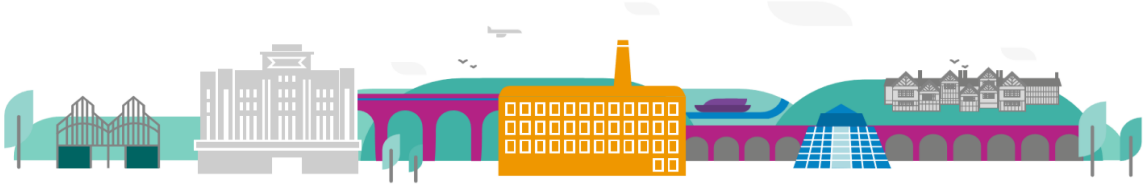
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

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:	Specialist Minute Taker
Service Area:	Business Support
Directorate:	Corporate and Support Services
Salary Grade:	Scale 4

Main Purpose of the Job

As a CSS Officer you will support the delivery of services offered by Corporate and Support Services Directorate with a focus on supporting Safeguarding processes for Adults and Children through facilitation and recording of statutory and legal meetings.

Key Responsibilities

Problem Solving/Creativity/Maintaining standards

- Respond to issues requiring a general understanding of work-area policies and procedures.
- Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks.
- Consider presenting situations, and select the most appropriate response based upon experience.
- Obtain and use relevant information from various sources to solve problems that impact own work area.
- Update manuals/procedures and provide training and support to colleagues when necessary.
- Work as part of team understanding and focussing on how the role supports the teams and departments priorities.

Responsibility and accountability

- Responsible for the receipt and acknowledgement of queries with appropriate tracking of response.
- Responsible for prioritising your own work when there are competing demands
- Responsible for supporting and supervising others where appropriate.
- Responsible for implementing best practice guidelines in handling personal and sensitive information.

Communication

- Communicate established processes and procedures to a range of audiences as required.
- Communicate effectively within the Democratic processes.
- Communicate detailed information/advice within own work area and to colleagues from others.
- Answer expected questions and request support for more complex and contentious questions to manager.
- Deal with difficult customers in an appropriate manner.

Decision Making

- Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas.
- Gather related detail and make recommendations to solve problems of moderate complexity.
- Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.
- Be aware of the risks associated with the service and its information and seek appropriate advice.

Knowledge & Skill

- Good standard of working knowledge to undertake a range of tasks in the allocated work area.
- Keep up to date with issues relating to the work of the team and department.
- Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team.
- Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.
- Use of a range of systems that support the Council and expert user status for specific systems and procedures.
- Personal Health and Safety in the workplace.

Flexibility

- Ability to transfer skills to a range of service areas with specific support and knowledge available.
- Ability to pick up variance in approaches within specific support and knowledge provided.

Risk Management

- Understands the risks associated with the nature of the service you are supporting, identifying areas of concern and raising these appropriately.

Additional Responsibilities

- 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. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

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.
- You will be a confident and experienced minute taker who can take accurate and high-quality minutes of safeguarding meetings, using a laptop. This is a demanding and challenging role, and you will need emotional resilience as often you will be listening to distressing and upsetting information.
- Working on your own and as part of a very supportive team, you will use your initiative to ensure key work is completed to meet statutory timescales. Part of your role will be to organise Child Protection or Adult Safeguarding meetings and enter and retrieve confidential and sensitive information on case management systems.

- You should be computer literate and proficient in working with standard office IT applications including MS Office. You will be expected to learn how to navigate in-house ICT systems to work with data and information.
- You will work as part of the Business Support Hub working with front line services and will therefore need the ability to build effective working relationships, work using your own initiative, be proactive and flexible with a positive, can-do attitude.