



Job Profile and Working for Stockport



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.

Our Council

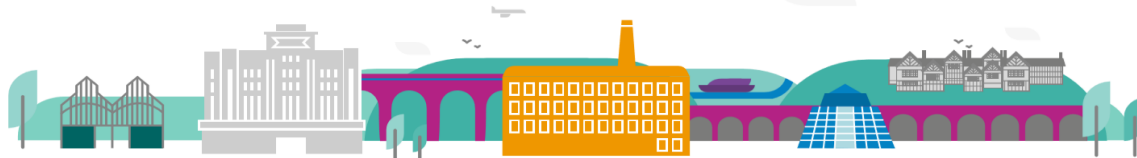
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

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/>



About the Job

Role:

Business Support Officer – Adoption Support

Service Area:

Adoption

Directorate:

Services to People - Childrens

Salary Grade:

Scale 5

Main Purpose of the Job

As a Business Support Officer, you will provide a high-quality administrative support to Adoption Counts (Regional Adoption Agency). Working collaboratively with our 5 North West Partner Authorities.

You will support the Adoption Support Advice Team & Keeping in Touch Teams taking telephone or webmail enquiries from individuals accessing a wide range of services for adopters and their children, birth relatives and adopted people, responding with tact and diplomacy.

As first point of contact you will communicate confidently and effectively, both written and verbally, with customers, colleagues, and other professionals.

You will support the Keeping in Touch Team (KITT) to provide a facility for the exchange of correspondence between adopters and birth relatives to help adopted children have a better understanding of their family history.

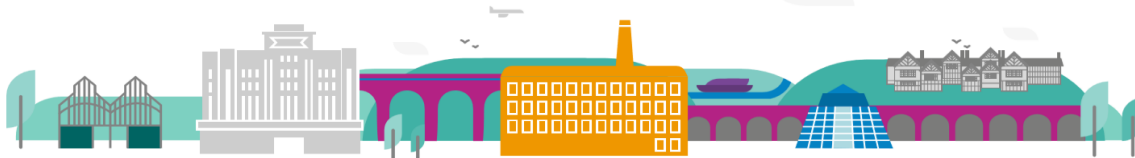
You will work collaboratively with colleagues and stakeholders with a flexible approach to providing the support required.

You will receive regular supervision, access to training and development opportunities and work in a supportive culture where we are ambitious about delivering excellent practice and supporting you to be the very best you can be.

Key Responsibilities

Adoption Support Advice Team

- Receive and signpost service users & external professionals making enquiries to the agency regarding adoption support services. Escalating safeguarding and complex issues to the Advice Team Manager.
- To respond efficiently and courteously, with tact and diplomacy to all queries from a wide range of internal and external customers.
- To advise and act as gatekeeper for the Advice Team within the Adoption Support service. To send welcome letters and information to all new service users.
- To register new referrals and subsequent progress activity as required on the database for children and families post adoption support.



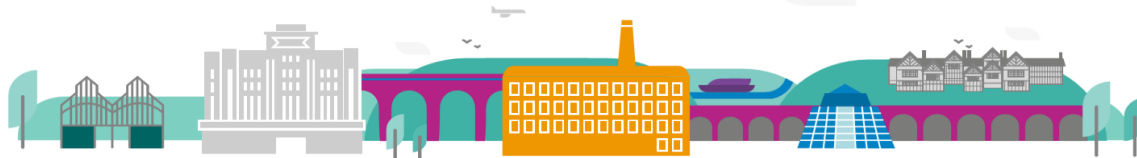
- Receive enquiries from adopted adults and/ or professionals in relation to accessing adoption records and other support services provided by the agency. Establishing they have a legitimate right to access the information and providing guidance on the formal process.
- To record enquiries from adopted adults and/or professionals acting on their behalf as referrals on the database for adopted adults.
- As the first point of contact, act as gatekeeper for the Access to Records Team, signposting callers to other organisations and services where applicable.
- To carry out search requests from Adoption Counts partner local authorities and other organisations to locate the adoption records in relation to an Adopted Adult.
- To collate all data relating to data subjects in a timely manner and upload electronic historical information on to the case management system, in preparation for sharing with the requester/data subject.
- To work within The Adoption and Children Act 2002, Section 98, Schedule 2 (Access to birth record information), The Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005. (Pre-Commencement) Regulations and the National Minimum Standards for Adoption.
- Maintain statistics and generate reports relating to Adopted Adult referrals, and wider Adoption services as required.
- Produce contact information to enable service users to take part in Ofsted surveys.

Keeping in touch Administration

- Responding to and answering telephone & email enquiries from Adopters and Birth parents in relation to their keeping in touch exchange letters and forwarding to the Adoption Support Workers, Social Workers, and Team Managers.
- To set up new 'Keeping InTouch' (KIT) cases from the initial referral to drafting introduction letters and agreements to adopters and birth relatives, to set reminders of late returns of agreements and follow up with the families, ensuring the process is completed in timely way.
- To facilitate the on-going exchange of correspondence between adopters and birth relatives, within secure sharing platforms, uploading emails & letters and sending reminders of when exchanges are due.
- Updating Service & Partner LA Information systems & SharePoint platforms in relation to 'Keeping in touch' casework.
- To maintain accurate data on spreadsheets and information systems for the exchange of letters to include up to date contact details for adopters and birth families.
- To support the modernisation of the exchange system as required.

General

- To contribute to the development of all Adoption Support processes, updating procedures, forms and contributing to improving processes and systems recording.
- Provide induction training to new starters in relation to navigating and updating Adoption Support systems.
- To ensure safe, careful, and accurate handling of sensitive data in line with GDPR legislation and agreed data sharing protocols.
- Manage shared mailboxes, assigning and dealing with incoming enquiries.



- To attend stakeholder meetings, team meetings and Digital Refresh Days as required.
- To perform System Administrator tasks in relation to the maintenance and general update of user information on the case management system.
- To attend and participate in supervision, development, and consultation meetings.
- To assist Business support colleagues in specific tasks as required in relation to the Adoption Support Fund (ASGSF) process.
- To provide such other duties commensurate with the grading of the post as the Head of Service, from time to time, may decide.
- 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.
- To develop and maintain relationships with colleagues within the 5 partner local councils providing and obtaining sensitive data in line with agreed data sharing protocols.

Additional Information

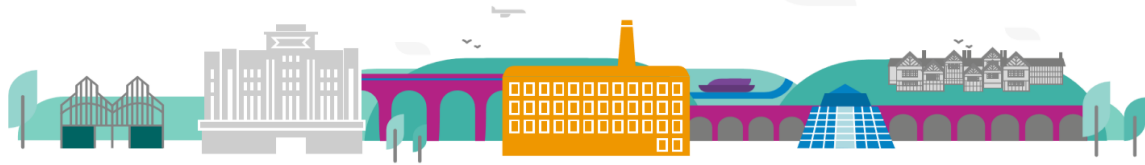
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs 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.
- Ability to communicate clearly (oral and written) and to work in partnership with colleagues, other agencies, service users and carers.
- Demonstrate skills in observation and recording.



- Knowledge of the Adoption process and relevant legislation.
- Experience of supporting processes, achieving objectives to time and quality.
- Analytical skills with the ability to problem solve and interpret information.
- Demonstrable skills/ability in prioritising, organising, and managing own workload.
- Making the most of information and communications technology
- Demonstrable numeracy, literacy and ICT skills and experience with Microsoft Applications with knowledge of Office 365 and SharePoint.
- Positive commitment to further training, self-development, and willingness to undertake training.
- Understanding and compliance with Data Protection principals, paying full regard to information sharing protocols and best practice