Business Support Officer — Role Profile

Service: Safeguarding Children Team
Band: Band 3
Reporting to: Senior Business Support Officer
Responsible for: No Direct Reports

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Children's Safeguarding Team sits within Children's Services in Trafford Council. It is part of the Social Care system and provides support and protection to families with children who are experiencing difficulties with health, finances, housing, addiction, learning difficulties or a mixture of these. These families are supported through Child Protection plans and the Safeguarding Children Team is responsible for the reviewing of these plans and all the tasks that are involved in this process.

Your Main Priorities

- Provide an effective and efficient administrative support to the Safeguarding Children Team, in particular the administrative arrangements of Child Protection Conferences, including arranging, sending invitations, minuting meetings and administering the before and after processes.

Key duties

- Undertaking all general office duties as and when required.
- Carrying out, monitoring and reconciling financial transactions efficiently and in accordance with council policy and financial regulations.
- Inputting and maintaining data in a variety of IT systems and providing accurate analysis and/or management information.
- Ensuring any paper-based files are regularly monitored and that an annual review of the files takes place to ensure the correct archiving of documents.
- Arranging and attending meetings and events offering professional business support including preparing information beforehand and taking meeting minutes and/or action points and subsequent outcome arrangements.
- Chasing data returns and providing management reports when required.

- Obtaining, collating and reporting on feedback received.
- Ordering goods/services in line with the procurement process, as well as confirming delivery.
- Ensuring the distribution of all relevant information as required, including monitoring of a dedicated email box, disseminating information appropriately.
- Attending events and representing the service as necessary to ensure knowledge is up-to-date and relevant.
- Undertaking other duties and responsibilities required by the Head of Service which are commensurate with the grade of the post.

About You

Qualifications and Professional Development

- NVQ 2 in relevant subject or equivalent
- GCSE grade C or equivalent in Maths and English
- Evidence of continuing personal and professional development (CPD)

Experience and Knowledge

- At least 1 year's previous relevant experience working in a similar environment
- Experience of administrative and financial systems, processes and procedures
- Experience of arranging meetings, including diary management, preparation of agendas and taking of and typing of minutes
- Experience of preparing and writing well written documents
- Experience of working as a team and achieving team goals
- Understanding of Data Protection principles

Skills and abilities

- Proficient in the use of IT software packages, including databases and the use of spreadsheets, inputting and calculating with accuracy, preparing documents and taking minutes/action notes

- Ability to communicate effectively with colleagues and/or the public, possessing good written and verbal communication skills to provide and receive routine information
- Ability to work as part of a team
- Highly developed organisational skills with the ability to prioritise work to meet deadlines and changes in priority
- Ability to work with minimal supervision, using initiative and analytical skills to respond independently to unexpected problems and situations
- Providing a customer focused approach to service delivery and establishing good relationships with customers, colleagues at all levels, and external partners
- Ability to handle situations with sensitivity, tact and diplomacy whilst maintaining strict confidentiality
- Proficient in active listening, recording information with clarity and to review and check documentation for completeness, accuracy and detail

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- DBS required

Date prepared/revised:	December 2022 (Updated/refreshed)
Prepared/revised by:	B Bainbridge / L Shellabear
Job Evaluation:	Existing generic BSO JE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external