CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Children’s Services** | **SERVICE GROUP: Children’s Social Care** |
| **POST TITLE: Panel Support Officer** | **REPORTS TO: Head of Service** |
| **GRADE: BAND 7** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting.

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| **Key Purpose of Post:**  |
| The post holder will assist in the provision of flexible, proficient and confidential minute taking and administrative service to various panel meetings, dealing with extremely sensitive and highly confidential information, within established policies and procedures and to strict deadlines.To provide guidance, support and matrix management to Children’s Social Care Admin Service |
| **Main Responsibilities of Post:**  |
| * To administer and attend named Children’s Social Care panel meetings
* To take and produce clear, relevant and accurate records of decisions and recommendations, and minutes of complex meetings, within present timescales and deadlines
* To circulate, via agreed secure electronic methods, decisions and recommendations, and minutes meetings within present timescales and deadlines.
* To maintain up to date knowledge of and apply complex internal processes and procedures in relation to the administration of panels
* To record and maintain accurate and up to date information on the ICS database.
* To identify, raise and assist in resolving data issues and blockages on ICS as necessary
* To develop, record and update case information on a range of workflow spreadsheets, used to track the progress of cases throughout the system and identify, raise and resolve, issues around missing data, incorrect data or missed deadlines as necessary
* To provide support with inspections and provide adminstration support to the Heads of Service.
* To input, interrogate and extract information from a range of specialist databases and spreadsheets, including ICS, Probase and Viewpoint, acting in accordance with Data Protection Act principles and maintaining confidentiality at all times
* Maintain and apply an up to date knowledge and understanding of systems and protocols relating to child protection issues
* To liaise with professional colleagues and members of multi-agency groups to obtain detailed and accurate information, essential to the meeting and decision making processes
* To provide minute taking cover to relevant sub groups, provide support with inspection preparation and admin support to the service
* To participate in in-service training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post, particularly relating to Information Security protocols

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| **Structure:** |
| **Special Knowledge Requirement - Will be used for shortlisting:**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Governments Fluency in English Duty for posts whereemployees speak directly to members of the public the post holder isrequired to meet the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously , almosteffortlesslyb) Only the requirement to explain difficult concepts simply hinders anatural smooth flow of language | x |
| Able to carry out a variety of working practices and apply complex regulations, rules, procedures and processes, within pre-set timescales. | x |
| Able to demonstrate excellent written skills and draft documents in a logical and accurate manner. | x |
| Able to deal with and accurately recordsensitive information relating to children which may be distressing and/or disturbing. | x |
| Able to work on own initiative and manage the competing demands by effective self management, motivation and prioritisation. | x |
| Demonstrate ability to work with a high degree of accuracy across a range of activities and tasks relating to Child Protection Case Conference and Review meetingsand associated work | x |
| Able to identify, extract and summarise key information provided in meetings in the form of minutes, records etc | x |
| Able to implement, maintain and manage accurate information retention systems both manual and computerised | x |
| Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery. | x |
| Works within the Data Protection Act and the Council’s confidentiality requirement when dealing with sensitive documentation securely. | x |
| Able to effectively use standard IT word processing and spreadsheet packages, including Word and Excel. | x |
| Able to arrange events, manage diaries and service meetings, producing agendas and minutes. |
| Able to communicate sensitively and in an appropriate manner which considers the diverse needs of our communities. |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| To have experience of working in an administrative setting for a minimum period of 3 years including previous experience of taking formal written minutes, on a regular basis. |
| Extensive experience of using spreadsheets, databases and word processing packages routinely the workplace |
| **Relevant professional qualifications requirement: Used in shortlisting**  |
| ‘O’ Level English Grade A-C, or CSE English Grade 1 |
| Minimum RSA Stage 2 Typing or Wordprocessing OR NVQ Level 2 in Business and Admin |
| NVQ Level 3 in Business Admin or equivalent |
| **Core Employee competencies to be used at the interview stage**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. Works effectively and to deadlines. |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the Job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a rage of analytical required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality , treating all people fairly and with dignity and respect , maintains impartiality/fairness with all people, is aware of the barriers people face. |
| **Working Conditions:**  |
|  Must be able to work within the requirements of the Council’s Mobile and Flexible Working policyMust be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
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| **Compiled by:** **Reformatted Jan 2018****Date:**  | **Grade Assessment Date:** | **Post Grade: *Band 7*** |
| **For HR use only** | **SAP Input Date** |  **Name of Data Inputter**  |