

Role Profile

Post:	Community Network- Business Support Assistant
Grade & Salary:	SCP 18 -21
Reports to:	Team Manager (Business Support) (Operational Team Manager for day to day direction)
Responsible for:	
Service Area	Adult Social Services
Team	Business Support- Community Network

Purpose of Job:

1. As a member of the Business Support team, deliver comprehensive and flexible administrative and technical support to the multidisciplinary teams. Working in collaboration with operational colleagues to improve choice, independence and quality of life for adults who need support, achieving one or more of the seven social care outcomes:
 - a. improved health and emotional wellbeing,
 - b. improved quality of life,
 - c. making a positive contribution,
 - d. exercising choice and control,
 - e. maintaining personal dignity,
 - f. economic wellbeing and freedom
 - g. freedom from discrimination.
2. Within the context of an integrated service, deliver innovative, cost effective and efficient business support solutions and support that provide added value to operational team managers in delivering their service.
3. Understand and contribute to the wider strategic aims of Adult Social Services and ensure that day to day business support is delivered to this philosophy.

Key Accountabilities:

1. Deliver a comprehensive, efficient and flexible administrative, technical and office management support to the multidisciplinary teams, working in close collaboration with colleagues to improve choice, independence and quality of life for adults who need support.
2. Be proactive in handling administrative processes and systems associated with the running of a Social Services Department, in accordance with service procedures, standards and targets.

3. Handle client calls in a professional, efficient and appropriate manner. Signpost, take and supply information and messages, diarising meetings and follow up agreed actions.
4. Support the administrative duties of online purchasing, imprest accounts, data management, budget control and other back office functions.
5. Support administrative processes and maintain records relating to Safeguarding, Deprivation of Liberty Safeguards (DoLS) and HR procedures(including recruitment, selection, induction, appraisals, training)
6. Establish and maintain effective working relationships with other local services, specialist teams, the PCT, Hospital Trusts and the 3rd sector relevant to the needs of the service users in order to deliver a holistic and seamless service to the client.
7. Maintain up to date, accurate and timely records and data in line with the processes, standards and systems of the Council and ensure security of personal data in accordance with Data Protection legislation and guidelines.
8. Provide efficient support on IT and data management systems, such as SWIFT, WISDOM and SAP and expert user support on standard Microsoft products.
9. Under the direction of the Team Manager produce timely and accurate statistics and performance management data and other information to ensure compliance with customer care and service standards and external inspection frameworks.
10. Coordinate the collection, maintenance and circulation of current and relevant policy, procedure and practice documents.
11. Attend meetings and conferences, taking minutes, compiling and circulating papers and provided other general support,
12. Safeguard the welfare of people who come into contact with the service., in full compliance with Barnet procedures
13. Maintain data that monitors compliance with policies and procedures of Adult Social Services, and those of any partner agencies, and report any breaches.]
14. Contribute to the development of service improvements through participation and involvement in meetings, supervision, training, conferences and other forums.

15. Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.
16. Work in close collaboration with team members, colleagues and other professionals in exchanging information, accessing specialist skills, and providing support to deliver to a shared objective of offering flexible, personalised, cost effective, proportionate and appropriate social care advice, signposting, referrals and packages.
17. Work to defined service quality standards to achieve excellence in communication, customer care, managing risk and delivering outcomes to defined targets, objectives and performance indicators.

Staff Support

1. No direct supervision May be asked to support new or more junior members of the team as required.

Commitment to Equality

1. Deliver the council's commitment to equality of opportunity through actively promoting equality and diversity in the work place and in the services delivered.
2. Ensure that the needs of all people accessing our service are met, and be sensitive to age, gender, race, disability, creed, belief and sexual orientation. Celebrate diversity and challenge stereotyping, prejudice and unlawful discrimination in the delivery of the service.

Health and Safety

1. Take personal responsibility for ensuring the safety of oneself, colleagues and the service users through ensuring full compliance with the Council's Health and Safety policies, procedures and practice.
2. Ensure the safe and efficient delivery of service by achieving high standards of health and safety and applying sound risk management practices.

This post may operate in any one of the Adult Services teams which will determine the day to day work priorities.

PERSON SPECIFICATION

Service:	Adult Social Services- Community Network
Job Title:	Business Support Assistant
Grade:	
Reports to:	Team Manager (Business Support)

Post Requirements	Ess enti al/ Des irab le	Criteria
Qualifications/ Education/ Training	D	<ul style="list-style-type: none"> • Safeguarding Training
	D	<ul style="list-style-type: none"> • IT training in Microsoft Office
	D	<ul style="list-style-type: none"> • Training in IT systems used by the Department, SWIFT, SAP, WISDOM
	D	<ul style="list-style-type: none"> • Customer Care training
Experience relevant Knowledge,	D	<ul style="list-style-type: none"> • Experience of working in a care environment
	E	<ul style="list-style-type: none"> • Hands-on experience of working with computerised data record systems
	E	<ul style="list-style-type: none"> • Record of achievement and ability to successfully deliver a customer focused service to exacting targets and objectives.
	E	<ul style="list-style-type: none"> • Working knowledge of the Data Protection Act, Freedom of Information Act and other relevant data management legislation
	E	<ul style="list-style-type: none"> • Knowledge and experience of working with business processes efficiently and effectively
Competencies and Special aptitudes relevant to job	E	<ul style="list-style-type: none"> • Excellent skills in Microsoft Office
	E	<ul style="list-style-type: none"> • Excellent keyboard skills and ability to use other IT systems efficiently and accurately.
	E	<ul style="list-style-type: none"> • Ability to use technology that supports modern/mobile working
	E	<ul style="list-style-type: none"> • Good written and verbal communication skills, with the ability to convey detailed information clearly, effectively, accurately and appropriately to members of the public and other staff members within and outside the Council.
	E	<ul style="list-style-type: none"> • Highly self motivated with the ability to work effectively on own initiative to challenging deadlines and work demands.

	E	<ul style="list-style-type: none"> Highly accurate and efficient with a good eye for detail. Low error level.
	E	<ul style="list-style-type: none"> Understanding of and ability to apply the principles of risk management in the context of the job
	E	<ul style="list-style-type: none"> Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives.
	E	<ul style="list-style-type: none"> Problem solving and analytical skills with a creative, flexible and sensitive approach.
	E	<ul style="list-style-type: none"> Commitment and ability to promote and safeguard the welfare of vulnerable adults.
	D	<ul style="list-style-type: none"> Ability to work flexibly and embrace mobile working to balance the service options with the demands of the public
	E	<ul style="list-style-type: none"> Ability to develop and maintain good working relationships with service users, their families ,carers and advocates, colleagues, external organisations
Commitment to council's Aims and Values	E	<ul style="list-style-type: none"> Ability to demonstrate a commitment to and understanding of the practical delivery and application of the principles of equalities and safeguarding of vulnerable adults in the context of this post
	E	<ul style="list-style-type: none"> Understanding of and ability to work within and promote the principles of the Corporate Plan and service priorities