



COUNCIL OF THE ISLES OF SCILLY

ROLE PROFILE

Role Profile					
Job Title	Children and Families Service – Executive Business Support	Job No. (Office Use)		Grade (Office Use)	4 Indicative TBC
Business Unit	Children’s Social Care				
Team					
Reports to (Job Title)	Director of Children’s Service				
Location	St Mary’s, Isles of Scilly		Shift Pattern		
DBS check required	Yes				

Job Purpose	<p>This role will provide an enhanced professional support to the Director of Children's Service and, enabling the best possible support to be provided to both internal and external customers.</p> <ul style="list-style-type: none"> • To screen and field all correspondence to ensure contact is correctly prioritised and referred as appropriate. • To plan, organise and act on behalf of the designated Leadership Team member(s). • Ensure an effective logging, monitoring and tracking system enables completion of deadlines to be met on correspondence, tasks and preparation for forthcoming meetings. • Deal with any complaints referred to the Director, to include commissioning information/ drafting replies to ensure response • To ensure that effective systems are established and maintained so that a high-quality service can be provided. • To be alert to politically sensitive issues and bring them to the attention of the Director of Children's Service) at the earliest opportunity. • Producing correspondence and reports etc. using MS Office • Managing diaries, arranging meetings and seminars
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	<ul style="list-style-type: none"> • Provide a professional first point of contact for staff, visitors and the public, ensuring excellent levels of customer service always • Assist with processing of financial tasks including; e-procurement and receipting of goods • To handle sensitive information in a confidential and tactful manner, including high level case work • To provide a full administrative support role for the Director of Children's Service including, but not restricted to: <ul style="list-style-type: none"> ○ Dealing with sensitive written (including email) correspondence on behalf of the Director of Children's Service or their team. ○ Managing diary commitments and requests ○ Setting up, arranging and minuting meetings ○ Ensuring paperwork is available and in order, for all meetings to be attended ○ Ensuring agendas and papers are complete and in a finalised form prior to all meetings ○ Fielding telephone calls ○ Processing of invoices and budget monitoring where required ○ Bringing to the attention of the Director of Children's Service any issues of urgency/sensitivity.
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Autonomy and Accountability	<ul style="list-style-type: none"> • To provide a comprehensive and confidential level of proactive professional support and assistance to the Director of Children's Service or associated leadership team, to enable them to carry out their roles as effectively as possible. • Developing a network of internal and external contacts to enable effective horizon scanning and awareness of significant influences on the service. • Supporting Leaders in the performance of their duties by being proactive, anticipating their needs and relieving them of administrative duties, showing initiative and working with minimum supervision. • To work as a team, enabling the Extended Leadership Team to function smoothly, proactively and professionally.
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Relationships and Communications	<ul style="list-style-type: none"> Motivate and develop other administrative roles to provide high quality customer care, taking account of the sensitive, high profile nature of the various work areas and the particular needs of the client groups, some of whom are vulnerable, who access these services
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Experience, Knowledge and Qualifications	<p>Essential</p> <ul style="list-style-type: none"> Educated to A level, or equivalent, or comparable ability Proven experience and track record of successfully providing personal administration in a senior support role Flexible attitude and able to handle change effectively. Experience of using MS Office, i.e. Word, Excel, PowerPoint, Outlook including Electronic diary management to an advanced level Able to find solutions and use own initiative The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands Methodical and organised approach to tasks, with an eye for detail. Ability to take minutes at senior level meetings, with attention to detail Experience of using financial/payroll/admin systems The ability to make frequent decisions and exercise initiative independently <p>Desired</p> <ul style="list-style-type: none"> NVQ 2 or higher in administration or a PA qualification Experience in a similar organisation (public sector) To be creative and innovative in the approach to introducing new practices and improving current ones Experience of processing financial claims/transactions
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Corporate Standards	<ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data
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	<p>protection, client confidentiality and information governance.</p> <ul style="list-style-type: none"> • Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. • Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
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