



COUNCIL OF THE ISLES OF SCILLY

ROLE PROFILE

Role Profile					
Job Title	Children and Families Service - Business Support	Job No. (Office Use)		Grade (Office Use)	3
Business Unit	Children's Social Care				
Team	Children and Families				
Reports to (Job Title)	Business Support Manager/Head of Children's Services				
Location	Carn Gwaval Well Being Centre	Shift Pattern	8.30am – 5pm Monday – Thursday 8.30am – 4.30pm Friday		
DBS check required	Yes				

Job Purpose	<p>The post holder will support the Integrated Children's Services team and this should include all administrative activities such as, although not limited to, arranging meetings, taking minutes, booking rooms, answering calls to the Childrens Services Department.</p> <p>Minuting meetings is a key part of the role and you will be required to set up, attend and minute different types of meetings at various locations across Scilly.</p> <p>The post holder will take initial calls to the service. They will input to the children's electronic recording system and work closely with the performance team to ensure accurate data recording.</p> <p>The post holder will have a strong understanding of confidentiality and data protection is imperative.</p> <p>The successful candidate will be able to work under pressure to tight deadlines and be able to prioritise and manage their own workload. The ideal candidate must be dedicated, proactive and able to adapt well to change. The post holder will ensure that the team has efficient filing systems which are easily accessed. The post holder will support the team during inspections by Ofsted.</p>
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	The ideal candidate will be highly organised and efficient with a keen eye for detail. The role will involve liaising with colleagues partner agencies and members of the public over the phone, email and face-to-face, therefore excellent communication skills are a must.
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Autonomy and Accountability	The post holder will be responsible for supporting the smooth running of our Integrated Children’s Services including the accurate recording of meetings, the coordinating of office diaries and commitments, managing early years and post 16 funding, booking flights, co-ordinating meetings and training days, processing invoices, alerting the team to key deadlines and other equivalent duties
Relationships and Communications	The post holder will have excellent skills in building trusting relationships with service users and colleagues. They will know how to share information legally and professionally.

Management of Resources	The post holder will not have line management responsibilities.
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Working Conditions and Demands	This is a full time position working 37 hours per week which may on occasion require working outside normal office hours although this is only in exceptional circumstances. You will have a great deal of energy and enthusiasm to engage with the public and also have the ability to work autonomously
Experience, Knowledge and Qualifications	Essential <ul style="list-style-type: none"> • Educated to NVQ level 3 or equivalent work based experience • Experience of providing efficient administrative support in a complex and sensitive work environment • Strong understanding of importance of confidentiality and GDPR (data protection) regulations • Excellent standards of literacy and numeracy • Excellent communication skills

	<ul style="list-style-type: none"> • Understanding of Children’s Services provided by the Council • Excellent IT skills an use of Microsoft office • Ability to work flexibly and creatively • Some understanding of safeguarding
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<p>Corporate Standards</p>	<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 protection, client confidentiality and information governance. • 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. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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