



Coventry City Council

Job Description

Job Title:	Operational Support Officer	Job Number:	X9069L
Directorate:	People	Post Number:	
Service:	Children's Services	Grade:	Grade 3
Location:	City Wide		

Job Purpose:

To provide high quality support to services, teams and individuals within Children's Services that enhances the service's ability to improve outcomes for Children.

To support Improvement and Ofsted priorities in Children's Services, whilst continuously working to the common objective of making a difference to improve the lives of Children, Families and Young People.

Main Duties and Responsibilities:

Service Management

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes e.g. Multi Agency Strategy Discussions
3. Maintain up to date knowledge of the Children's Information Management System, undertaking training and advising others on best practice within the system as appropriate.
4. Support managers with [performance management to ensure compliance with timescales and statutory requirements \(e.g. Assessments, visits and plans\)](#)
5. Use relevant information management and performance management systems to support the delivery of the Children's Services Performance Management Framework within teams.
6. Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
7. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
8. Place and receipt orders, and raise invoices as appropriate

9. Receiving and processing cash and cheque payments, including operating a petty cash and update of reconciliation sheets.
10. Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
11. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
12. Maintain an understanding of Children's Services priorities and how they relate to individual areas of work.
13. Support with assessments for the eligibility of allowances based on standardised means tests
14. Understand the sensitivities and implications of accessing and dealing with sensitive and personal information relating to vulnerable Children and Families on a daily basis, ensuring personal data protection training is kept up to date.

People Management

15. Assist with the allocation and prioritisation of work to the Professional Support Team and undertaking quality checks in relation to the work produced by the team.
16. Provide support to the team in the absence of the Operational Support Manager or Team leader, occasionally deputising in their absence
17. Undertake training of Professional Support team members in office systems and procedures and health and safety requirements
18. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected

- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Operational Support Manager or Operational Support Team Leader

Date Reviewed: November 2018

Updated: January 2020



Coventry City Council

Person Specification

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Service:	Children's Services	Grade:	Grade 3
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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Knowledge of the services provided by Local Government, in particular Children's Services
	<ul style="list-style-type: none"> • Knowledge of IT packages and systems to support word processing and presentation of documents
	<ul style="list-style-type: none"> • Health and Safety in relation to the office environment
	<ul style="list-style-type: none"> • Basic knowledge of data protection implications
	<ul style="list-style-type: none"> • Of equal opportunities issues in relation to delivering services to the public and in the workplace
	<ul style="list-style-type: none"> • Knowledge of information management systems, in particular Liquid Logic or equivalent systems.

Skills and Abilities:	<ul style="list-style-type: none"> • Ability to prioritise own workload and that of others
	<ul style="list-style-type: none"> • Ability to work flexibly and respond to changing priorities
	<ul style="list-style-type: none"> • High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members
	<ul style="list-style-type: none"> • Ability to maintain confidentiality of information
	<ul style="list-style-type: none"> • Ability to be able to train and guide team members in office procedures
	<ul style="list-style-type: none"> • Excellent organisational skills to maintain office systems and arrange meetings
	<ul style="list-style-type: none"> • Ability to take and produce high quality minutes in the support of meetings

Experience:	<ul style="list-style-type: none"> • Of a wide range of clerical and administrative work
	<ul style="list-style-type: none"> • Of using and maintaining computerised systems
	<ul style="list-style-type: none"> • Of producing a range of high quality word processed documentation e.g. reports
	<ul style="list-style-type: none"> • Of dealing with a wide range of people in order to handle enquiries and resolve enquiries

Educational:	<ul style="list-style-type: none"> • Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent work based experience
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Special Requirements:	<ul style="list-style-type: none">• Willingness to undertake training and develop knowledge and skills• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.• A Standard DBS check will be undertaken as part of the pre-employment checks for this post
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