

# Job Description and Person Specification

## Operational Support Officer

Job Details	
Grade	G3
Service	Childrens Services
Location	Coventry
Job Evaluation Code	X9069L

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>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.</p>

<b>Main Duties &amp; Key Accountabilities</b>
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
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
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.
Support managers with performance management to ensure compliance with timescales and statutory requirements (e.g. Assessments, visits and plans)
Use relevant information management and performance management systems to support the delivery of the Children's Services Performance Management Framework within teams.
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.
Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
Place and receipt orders, and raise invoices as appropriate
Receiving and processing cash and cheque payments, including operating a petty cash system and update of reconciliation sheets
Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
Maintain an understanding of Children's Services priorities and how they relate to individual areas of work
Support with assessments for the eligibility of allowances based on standardised means test
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.
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.
Provide support to the team in the absence of the Operational Support Manager or Team leader, occasionally deputising in their absence
Undertake training of Professional Support team members in office systems and procedures and health and safety requirements
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies	Internal:	MASH Partners Area Social Worker Teams Early Help Colleagues Social Work Academy Youth Justice Service Children in Care Through Care Teams Fostering, Commissioning and Placements Safeguarding Partnership Human Resources Finance Colleagues Customer Services Colleagues LADO Adults Services

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification
Requirements

Knowledge	Knowledge of the services provided by Local Government, in particular Children's Services
Knowledge	Knowledge of IT packages and systems to support word processing and presentation of documents
Knowledge	Health and Safety in relation to the office environment
Knowledge	Basic knowledge of data protection implications
Knowledge	Of equal opportunities issues in relation to delivering services to the public and in the workplace
Knowledge	Knowledge of information management systems, in particular Liquid Logic or equivalent systems
Skills And Ability	Ability to prioritise own workload and that of others
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	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
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to be able to train and guide team members in office procedures
Skills And Ability	Excellent organisational skills to maintain office systems and arrange meetings
Skills And Ability	Ability to take and produce high quality minutes in the support of meetings
Experience	Of a wide range of clerical and administrative work
Experience	Of using and maintaining computerised systems
Experience	Of producing a range of high quality word processed documentation e.g. reports
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Qualification	Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent work based experience
Special Requirements	Willingness to undertake training and develop knowledge and skills
Special Requirements	A Standard DBS check will be undertaken as part of the pre-employment checks for this post

Declaration			
Reviewed/Created By:	Debbie Shield		
Job Title:	Professional Support Manager	Date:	18/03/2024