

Job Description and Person Specification



Job Description

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|----------------------------|---|-------------------|--|
| Job Title | Operational Support Officer | | |
| Grade | 3 | | |
| Service | Childrens Services | | |
| Reports to | Operational Support Team Leader / Operational Support Manager | | |
| Location | Coventry | | |
| Job Evaluation Code | X9069L | Job Family | |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

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 & Key Accountabilities

Core Knowledge

- 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 10. 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 meanstests
- 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

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

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & 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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

| | | | |
|---|--------|-------------------|--|
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| Knowledge | | | |
| Knowledge of the services provided by Local Government, in particular Children's Services | | | |
| Knowledge of IT packages and systems to support word processing and presentation of documents | | | |
| Health and Safety in relation to the office environment | | | |
| Basic knowledge of data protection implications | | | |
| Of equal opportunities issues in relation to delivering services to the public and in the workplace | | | |
| Knowledge of information management systems, in particular Liquid Logic or equivalent systems. | | | |
| Skills and Abilities | | | |
| Ability to prioritise own workload and that of others | | | |
| Ability to work flexibly and respond to changing priorities | | | |
| 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 | | | |
| Ability to maintain confidentiality of information | | | |
| Ability to be able to train and guide team members in office procedures | | | |
| Excellent organisational skills to maintain office systems and arrange meetings | | | |
| Ability to take and produce high quality minutes in the support of meetings | | | |
| Experience | | | |
| Of a wide range of clerical and administrative work | | | |
| Of using and maintaining computerised systems | | | |
| Of producing a range of high quality word processed documentation e.g. reports | | | |
| Of dealing with a wide range of people in order to handle enquiries and resolve enquiries | | | |
| Qualifications | | | |

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

A Standard DBS check will be undertaken as part of the pre-employment checks for this post

Date Created

October 2022

Date Reviewed

October 2022