



Job Description

Directorate	Children's Services
Service	Children's Social Care

Post details	
Job title	Business Support Officer – Frontline Support
Grade	5
Location of work	TSQ Offices
Directly responsible to	Senior Business Support Officer
Directly responsible for	
Hours of duty	37
Primary purpose and scope of the job To provide administrative support to colleagues within the Families and Wellbeing Directorate, offering support to social work teams and managers. Provide and ensure a high quality effective administrative support for key agreed processes on behalf of the Frontline CSC Services of Child In Need and Child in Care & Care Leavers (Incl Fostering). To organise and support regular key meetings such as (but not limited to): Strategy Meetings, Fostering Panel and Transfer Meetings between various multi agencies and liaise professionally with individuals inside and outside of the organisation, including members of the public and the CYP and families the service supports. Accurately minute agreed formal meetings, recording details accurately and presenting to a high standard, within agreed service levels Act on own initiative and undertake tasks and duties, dealing independently with unanticipated problems and situations supporting the Business Support Team Manager	

and/or the Senior Business Support Officers, working proactively and exercising high levels of flexibility.

Working Relationships

The post holder will work in partnership with:

- a) Internal: Colleagues and managers from within CSC, all other departments within Families and Wellbeing and other Directorates – forming positive relationships with social work teams, MASH, Contextual Safeguarding, IRO Service, QA, Safeguarding and The Systemic Hub.
- b) External: staff in NHS organisations, other statutory organisations such as Police, housing providers, external contractors/suppliers, contracted partners and other independent or voluntary agencies, CYP and families/carers or representatives.

Key Tasks and Responsibilities

The key roles and responsibilities are to:

1. The post holder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy and Health and Safety Policy.
2. Manage diaries and filter appointments and engagements including room/venue booking, often planning in advance.
3. Arrange and prepare appointments and meetings (including appropriate papers) for and on behalf of the managers.
4. Exercise judgment and update the Business Support team Manager/Senior Business Support Officer (s) as necessary relating to general or specific issues.
5. Receive and respond to correspondence, i.e. telephone calls, general enquiries etc. in line with the Business Support Team's processes and procedures, deciding on an appropriate course of action, whilst having due regard for the need to present an efficient image to the public.
6. Preparing and maintaining accurate tracker spreadsheets, following procedural guidance and whilst considering data security and confidentiality.
7. Establish and maintain information systems used by the team, and ensure accurate and timely management information is available to a wide variety of audiences.
8. To work alongside other Business Support Officers to be involved in a "buddy system" in order to ensure that key service responsibilities are covered during staff absence and to offer shadowing support to other team members in order to support with staff development and succession planning.

9. Ensuring high levels of customer relations to both internal and external customers of CSC.
10. Produce high quality documents and presentations using a range of appropriate software and technology.
11. Promote the equality and diversity agenda in line with corporate objectives ensuring all aspects of the job role take account of equality impact assessment requirements.
12. To carry out all duties with due regard to confidentiality and data protection regulations.
13. The post holder is responsible for the safeguarding and promoting the welfare of children.
14. To undertake such additional duties as are reasonably commensurate with the level of this post.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Tania Young
Role	Service Development Manager
Date	March 2025