Job Description

Business Support Officer

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| **Role Profile** |  Business Support Officer  |
| **Service/Team** |  Dorset Combined Youth Justice Service |
| **Reports to** |  Business Support Team Leader |
| **Number of posts** |  1 |
| **Post number** |  |
| **Career Grade** |  |

# Job Overview

The post holder will:

• work under minimal supervision, liaising with the Police and the Courts to obtain and record highly confidential and sensitive information about children who are involved with the Criminal Justice System to a high level of accuracy, within strict deadlines

• utilise a range of specialized and standard business systems to maintain processes for Data recording, case management, quality assurance, finance administration, provide data for Statutory Returns and report Management Information to inform policy and performance.

• provide general administrative services to YJS practitioners and operational managers, to facilitate the service delivery to children and their families, responding to individual requirements.

# Main Duties and Responsibilities

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|  | **Frequency** |
| Administration of all statutory papers & reports for court appearances. | Daily |
| Liaising with courts and partner agencies in the processing of children through the criminal justice system. | Daily |
| Create, maintain, and interrogate client records using the Youth Justice Service Case Management System. | Daily |
| Complete regular Data Quality checks to ensure the integrity of the case management system, liaise with case managers to amend any anomalies. | Weekly |
| Input children’s health information (sourced from RIO Health system) onto the YJS case management system. | As necessary |
| Input children’s education information (sourced from Synergy, Schools, SEN team) onto the YJS case management system | As necessary |
|  Create and maintain worker records on the case management system.Run reports on the case management system as directed by the Performance Manager. | As necessaryDaily |
| Resolve operational case management system queries | Daily |
| Provide information to YJS staff by interrogating case management systems and other records. | As necessary |
| Interrogate partner agencies’ case management systems (BCP Mosaic, Dorset Mosaic, Synergy, Common Platform) to source relevant personal information relating to children. | Daily |
| Liaise with other Agencies to obtain and share reports, plans and to follow up on children’s outcomes, in line with information sharing protocols. | As necessary |
| Maintain both electronic and manual filing systems, ensuring security protocols are observed. | Daily |
| Support named Case Managers to ensure complete and accurate recording of client’s personal data, as well as the accurate and timely recording of contacts, relevant assessments, and outcomes to meet National Standards as set out by the Youth Justice Board. | Weekly |
| Report to Line Manager any issues which may impact on performance and/or reporting. | As necessary |
| Destruction of personal records in line with BCP Council’s Data Retention and Destruction Policy. | As necessary |
| Lead on named projects, providing regular updates to Line Manager. | As necessary |
| Produce information leaflets for young clients and their families. | As necessary |
| Provide a first point of contact for all telephone enquiries. | Daily |
| Receive and direct visitors to the office within safety & confidentiality guidelines.  | Daily |
| Maintain financial records. Raise purchase orders. Check, code and pass Invoices for payment. Calculate staff expense/travel claims. Administer petty cash and process for reimbursement. | Daily |
| Maintain tracking records for YJS team equipment. | Daily |
| Update and maintain contents records for YJS team equipment. | Daily |
| Use Dynamics F&Q. Order office supplies, services, and equipment. Organise train tickets. Book hire cars. Book hotels and arrange payment. Book venues. | Daily |
| Maintain records of risk assessment for external venues. | Monthly |
| Monitor YJS staff DBS checks, Staff Social Work Registration and YJS Practitioner training. | Monthly |
| Co-ordinate meetings for children, volunteers, YJS officers and other agencies, including room bookings and correspondence. | Daily |
| Proofread letters and reports. | Daily |
| Prepare agendas and reports, arrange venues, provide, and distribute minutes of meetings for internal staff, as well as partner agencies. | As necessary |
| Deal with very personal, sensitive, and confidential information relating to young people and their families. | Daily |
| Provide induction to the Youth Justice Service case management system to new, casual, sessional and agency staff. Provide training in administrative roles and processes to all new / temporary staff. | As necessary |
| Provide all YJS staff with administrative trouble shooting service. | Daily |

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

# Person Specification

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| **Type of knowledge/skill** | **How is this acquired?** | **How long does it take to acquire this knowledge/skill?** |
| 5 GCSEs including English and Mathematics | Pre-employment | Previously acquired |
| Ability to work independently and with minimal supervision | Pre-employment / life experience, with further development through work experience | As soon as possible |
| Well-developed knowledge of Microsoft Office Applications, particularly Excel, Word, Outlook and Powerpoint | Good level of knowledge required Pre-employment. Further developed through further training and work experience. | Previously acquired with further ongoing training. |
| Ability to accurately maintain manual and electronic record systems showing very good attention to detail | Training and Work Experience | As soon as possible |
| Ability to develop good working knowledge of Youth Justice processes and the requirements of the service | Training and work experience | Basic knowledge acquired over a minimum of 1 – 2 years post-appointment |
| Good written and oral communication skills | Pre-employment with further development through work experience | Previously acquired with further ongoing development. |
| Effective interpersonal and team relationship skills | Pre-employment / life experience, with further development through work experience | Previously acquired with further ongoing development. |
| Ability to deal with highly confidential and sensitive information | Work experience | As soon as possible |
| Knowledge of Data Protection and Data Sharing Protocols | Formal Training / Work experience | As soon as possible |
| Proactive approach | Pre-employment / life experience, with further development through work experience | As soon as possible |

# ROLE PROFILE

# Reference Number MUL056

# Role Title: Team Support Administration Officer II

# Directorate: Multiple

# Department: Multiple

# Reports to

# Role Purpose

# To provide a comprehensive, efficient and effective administrative support to individuals and teams to maximise service continuity and quality, assisting BCP Council in achieving its purpose and objectives. The role will undertake a range of more complex administrative and support activities.

# Accountabilities

# Act as a point of contact for enquiries from internal and external stakeholders and escalated issues from colleagues, exercising discretion and judgement to resolve complex problems. Escalate unresolved issues by identifying appropriate channels to ensure they are addressed in a professional and timely manner.

# Undertake straightforward data analysis and assimilate information from various databases or sources of information to produce relevant reports that meet defined standards.

# Undertake a range of financial administration tasks in accordance with defined financial processing procedures, so that financial information is up to date and accurate.

# Arrange defined stakeholder meetings or events to support effective working for BCP. This includes diary management, agenda creation, collation of materials, minute taking and monitoring/following-up of actions.

# Maintain or oversee the management of manual and electronic systems for the services supported to ensure data accuracy, confidentiality, and security.

# Recommend and implement opportunities for process improvement to enhance the support provided to BCP Council colleagues and stakeholders.

# Knowledge / Skills / Experience required

# A Level qualifications or equivalent experience.

# Experience of providing administrative support services and working with a range of partnership organisations such as other local authorities or health partners.

# Knowledge of the area of the Council supported and any relevant specialised support knowledge related to that service area.

# Knowledge of a range of systems, processes, and procedures, some of which may be complex in nature.

# Knowledge of IT packages including Word, Excel, and PowerPoint.

# Ability to communicate with a range of internal and external stakeholders to resolve and escalated complex issues in a professional manner.

# Ability to plan and prioritise tasks and activities, and using initiative to provide proactive support.

# Dimensions of role

# The role may supervise the work of or provide guidance to junior support colleagues.

# This role does not manage any direct budgets.

# Planning takes place over days and weeks.

# Notes

# Date: 01/02/2021

# Working Conditions: Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them.

# Working Arrangements: No specified working arrangements outside of a normal working pattern.