

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support
POST:	Business Support Officer - Operational
GRADE OF POST:	GR06
RESPONSIBLE TO:	Business Support Team Leader

JOB PURPOSE:

Providing direct administrative support to the Operational Social Services Teams, including working closely with a range of social work practitioners and other professionals.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Processing service and other related documentation, updating and validating the WCCIS information database as required, and assisting in its future development to ensure records are maintained accurately.
- Processing a range of weekly payments in a timely manner via the electronic system used for this purpose and to support the Business Support Team Leader in the weekly and monthly validation of payments.
- The setting up and maintenance of filing systems for case files, scanning and indexing documents using the electronic filing system. Providing copies of files for legal and insurance purposes as required including redaction of records and use of the electronic filing system.
- To support the petty cash function of the Directorate as and when necessary including ensuring the secure storage of cash, and use of the payment card.
- To support the DBS processing function of the Directorate.
- Liaising with colleagues and staff in other Divisions, Directorates and other agencies to provide timely support, to arrange and minute take at various sensitive and complex service meetings/panels as required.
- Assisting the social work practitioners with administrative systems development and maintenance. This includes providing advice and support on the use of WCCIS, and monitoring and ensuring the integrity of the WCCIS database.

- To allocate the work of the Business Support Assistants, providing day to day advice, guidance and support, and undertaking as and when necessary the duties of those posts.
- In the absence of the Business Support Team Leader to support the Social Worker in the undertaking of Protection of Properties in accordance with associated procedures.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding and Quality Team or Children's Safeguarding Assessment Team.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Business Support Officer

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (√).

Attributes	Requirements	Essential	Method of Evaluation / Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • A good standard of education to QCF Level 3 or equivalent or an ability to demonstrate competence through experience. 	√	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of using information and administrative systems. • Good working knowledge of Microsoft Office products and of the WCCIS social services database. • Experience of working in an office environment. • Knowledge of social Services and of social work/assessment care management processes. 	√ √	Interview, application form and process.
Skills & Personal Qualities	<ul style="list-style-type: none"> • Minute taking ability or a willingness to learn this skill. • Ability to communicate clearly and effectively both verbally and in writing. • Ability to work as part of a team and to form constructive working relationships with colleagues. • Ability to demonstrate good organisational skills and to work flexibly and proactively. • Accuracy, attention to detail and an ability to work within appropriate timescales. • The ability to communicate through the medium of Welsh. 	√ √	Interview, application form and selection process.

Bridgend County Borough Council
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