

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Senior Administrative Support Officer - Oxfordshire Safeguarding Children Partnership (OSCP)
Salary:	SCP 18 – 23 (£30,559 - £33,366)
Grade:	8
Hours:	37 hours
Team:	OSCP - Business Unit
Duration of post:	Temporary for 1 year
Service Area:	Children Services
Primary Location:	County Hall/Agile working
Budget responsibility:	None
Responsible to:	Business Manager - OSCP
Responsible for:	None

Job Purpose

The Senior Administrative Support Officer is essential in managing the day-to-day operations of the business unit. This role provides high-level senior business support to ensure the effective operation of the business unit through the Oxfordshire Safeguarding Children Partnership (OSCP).

In this unique role, you will be reporting directly to the Business Manager, with reach across all partner agencies. You will work on behalf of the partnership and Business Manager with a broad range of individual and organisational contacts involved with safeguarding from across the public, private, voluntary and independent sectors. This will include contact with elected members, chief officers, directors, heads of service, to support the statutory official functions of the Partnership as per the requirements set out in Working Together to Safeguard Children 2023.

Executive Support: Offering high-level administrative support to senior managers and executives, including the Independent Scrutineer managing schedules and appointments, preparing agendas, taking minutes, and following up on action points. Contribute to the development of structure charts, terms of reference, information on roles and responsibilities.

Record Maintenance: Maintain processes and keep accurate records and databases related to all statutory reviews as outlined in 'Working Together to Safeguard Children 2023,' including

Rapid Reviews and Child Safeguarding Practice Reviews (CSPR). Assisting in implementing safeguarding policies, procedures, and case reviews to ensure compliance with local and national guidelines.

Office Management: Overseeing office operations, including organising all meetings across the partnership. This role is responsible for invoicing and managing the administrative functions of the business unit.

Correspondence and Communications: Managing communications between various stakeholders, including senior safeguarding professionals across social care, education, health, police, and voluntary sectors.

Business Support Expertise: Applying business support knowledge, skills, and expertise across the business unit and partnership to provide specialist advice and prioritise the use of administrative staff and resources, enabling the team to meet statutory requirements and local priority needs.

Job Responsibilities

Main Duties:

Communication:

- Handle correspondence, including emails and phone calls, on behalf of the partnership. Act as a point of contact for internal and external clients. Ensure that incoming communications (post, telephone, email) are processed promptly and appropriately to ensure timely delivery of services and forwarding of messages/information.
- To support the safeguarding training programme and other partnership events/workshops, arranging venues and refreshments

Documentation:

- Create and maintain highly confidential children files, databases, and records. Supervise the collection, processing, and entry of data into the OSCP information management systems and databases, ensuring accuracy, data security, and compliance with statutory requirements.

Supervision:

- Supervise other administrative staff and ensure efficient office operations. Ensure that electronic storage systems are used effectively and efficiently, with due regard to traceability, security, and confidentiality.

Systems and Processes:

- Develop and manage systems and administrative processes to ensure the efficient operation of the office and support management reporting.
- Support the organisation of large-scale internal and external meetings, conferences, and events, ensuring that appointments are realistically planned with regard to timing, resources, and venue. Undertake administrative tasks to support the service as required (e.g., document creation and management, diary management, post processes, photocopying, scanning).

Financial Support:

- Process financial tasks within the team, including e-procurement purchasing, receipting, and approvals, ensuring that such procedures are carried out in accordance with the host organisation's (Oxfordshire County Council) financial regulations.
- To process, maintain and monitor financial records for the safeguarding arrangements as required to ensure spend is within the amounts agreed.

Leadership and Teamwork:

- Coordinate a team of administrators, ensuring even provision of administrative support across multi-agency groups.
- Support the Business Manager in organising the administrative team flexibly, including annual leave/sick leave cover, to provide continuity of support and enable swift responses to major, complex, or urgent tasks.
- Ensure effective coordination and support of all administrative staff in the team, including recruitment, induction, and identification of appropriate learning opportunities. Promote their professional development through training and performance review, and ensure their health, safety, and welfare. Motivate and develop administrative staff to provide high-quality customer care, considering the sensitive, high-profile nature of the various work areas and the particular needs of the client groups, some of whom are vulnerable, who access these services.
- Provide cover for colleagues during periods of annual leave and absence from the office, including acting as a first point of contact for the service if needed.
- Contribute to change management projects, taking the lead where necessary, and support other services to follow consistent standards, frameworks, and procedures to promote efficient service delivery and integrated working (including ICT system upgrade testing and implementation as appropriate).

Role Specific:

Understand the core business of the safeguarding partnership and contribute to its development. Develop the necessary skills and knowledge to be flexible in support of the development of the Directorate and the wider organization. Use specialist knowledge, including knowledge of external agencies and partners, to provide advice on complex matters, including some issues outside your main area of operations.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
<p>Knowledge</p> <p>An understanding of the importance of confidentiality and safeguarding Children and Young People</p> <p>Sound knowledge and experience of Microsoft Office (Word Excel Outlook Access and PowerPoint) and an ability to provide some IT support and advice to new team members.</p>	<p>A and I</p> <p>A/I/T</p>
<p>Experience</p> <p>Experience of working in a busy social care environment with professionals and public.</p> <p>Have a broad range of practical and procedural knowledge of office administration or to hold a relevant qualification at NVQ Level 3 or equivalent</p> <p>Official Experience of providing office administrative support to a large diverse group of people working across a partnership.</p> <p>Experience of event organisation and co-ordination.</p>	<p>A and I</p> <p>A and I</p> <p>A and I</p> <p>A and I</p>
<p>Skills</p> <p>Ability to maintain data integrity through accurate and timely recording of information.</p> <p>Ability to collect and collate information quickly and accurately such as minute taking.</p>	<p>A/I/T</p> <p>A/I/T</p>

Ability to deal with competing demands through planning and prioritisation in order to meet deadlines.	A/I/T
Ability to deal sensitively, calmly and effectively with enquiries from a range of staff, partners and telephone or personal callers.	A/I/T
Ability to accurately enter spreadsheet and database information and produce reports.	A/I/T
Ability to maintain payment systems and to manage filing and record keeping systems (manual and electronic).	A/I/T
Ability to take and relate messages accurately	A/I/T
Excellent organisational, communication, and time-management skills.	A/I/T
Qualifications	
Good levels of numeracy and literacy, At least 5 GCSE's A-C grades or equivalent	A/I/D
Evidence of commitment to continuing professional development	A/I
Proven experience in an administrative role, preferably supporting senior management	A/I/D
Desirable Criteria	Assessed By:
Understanding of children safeguarding policies and procedures, and familiarity with the workings of local government and multi-agency partnerships.	A
Commitment to an understanding of the principles of Equal Opportunities for all in employment and the delivery of services	A

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre-employment checks specific to this role are identified below (those ticked).

<input checked="" type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List

<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens

<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

January 2025