

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

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| 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: | Permanent |
| 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 Oxfordshire Safeguarding Children Partnership.

(OSCP).

In this important role, you will report directly to the Business Manager and work with various

partner agencies. You will represent the partnership, interacting with a broad range of individuals and organisation’s involved in safeguarding from across the public,

private, voluntary and independent sectors. This includes working with elected members, chief officers, directors and heads of service, to support the statutory functions of the Partnership as outlines in 'Working Together to Safeguard Children 2023'.

**Executive Support**: You will provide high-level administrative support to senior managers and executives, including the Independent Scrutineer. This includes managing schedules and

appointments, preparing agendas, taking minutes and following up on action points. You will also help develop structure charts, terms of reference, and information on roles and responsibilities.

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**Record Maintenance**: You will follow processes and keep accurate records and databases related to all statutory reviews as outlined in 'Working Together to Safeguard Children 2023'. This includes Rapid Reviews and Child Safeguarding Practice Reviews (CSPR). Your role will assist in the administration of safeguarding policies, procedures, and case reviews to ensure compliance with local and national guidelines.

**Office Management**: You will oversee office operations, including organising meetings across the partnership. You will also be responsible for invoicing and managing the administrative functions of the business unit.

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

**Business Support Expertise**: You will apply your business support knowledge, skills, and expertise across the business unit and partnership. This includes providing specialist advice and prioritising the use of administrative staff and resources, to help meet statutory requirements and local priority needs.

## Job Responsibilities

Main Duties:

### Communication:

* Manage correspondence, including emails, direct messages 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
* Help organise our training programme and other partnership events, including booking venues and arranging refreshments.

### Documentation:

* Keep and maintain highly confidential records for children to ensure they are accurate and up to date. Oversee data entry into OSCP systems, ensuring attention to detail, data security, and compliance with statutory requirements.

### Supervision:

* Supervise junior administrative staff. Ensure that electronic filing systems are used effectively and efficiently, with attention to security, and confidentiality

### Systems and Processes:

* Develop and manage administrative systems and processes to support office efficiency and reporting
* Organise 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, communications, photocopying, scanning)

**Financial Support:**

* Keep track of Business Unit budgets and spending to ensure they stay within the amounts agreed
* 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

**Leadership and Teamwork:**

* Coordinate administrative work in the team, to ensure consistent support across multi-agency groups
* Assist the Business Manager in managing team cover for leave or sickness to maintain service continuity
* Ensure effective resourcing and support for the administrative functions in the team, including recruitment, induction, and training/development of administrative staff
* Support staff development through training and reviews, while ensuring their wellbeing. Inspire and equip the team to deliver excellent customer service, mindful of the sensitive nature of the work and the needs of vulnerable clients
* Provide cover for colleagues during periods of annual leave and absence from the office, including acting as a first point of contact
* 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.

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| **Essential Criteria** | **Assessed By:** |
| **Knowledge**An awareness of safeguarding and understanding of confidentiality and sensitivity.Confident in using Microsoft Office (Word, TEAMs, Excel Outlook, and PowerPoint) and able to support new team members with IT queries. | A and IA/I/T |
| **Experience**Experience of working in a busy public sector or social care setting, engaging with professionals and the public.A broad range of office administration experience or a relevant qualification e.g., NVQ Level 3.Proven experience of providing administrative support to a large and diverse group of people working collaboratively.Experience of supporting senior managers in an administrative role.Proven ability to work on own initiative without close supervision, whilst working as part of an integrated team. | A and IA and IA and IA and IA and I |
| **Skills**Accurate and timely recording and management of information and dataAbility to gather and present information quickly and accurately, including minute taking.Strong planning and prioritisation skills to manage competing deadlines.Able to respond calmly and sensitively to a wide range of enquiries.Confident using spreadsheets and databases, including data entry and report generation.Experience managing payment systems and maintaining both paper and digital records.Ability to take and relate messages accurately and clearly.Excellent organisational, communication, and time management skills. | A/I/T A/I/TA/I/TA/I/TA/I/TA/I/TA/I/TA/I/T |

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| --- | --- |
| **Qualifications**Good literacy and numeracy skills. Minimum of 5 GCSE’s (A-C grades) or equivalent. Evidence of commitment to continuing professional development. | A/I/D A/I |
| **Desirable Criteria** | **Assessed By:** |
| Knowledge of safeguarding policies and procedures, and how local government and multi-agency partnerships operate.Commitment to equality and inclusion in both employment and service delivery.Experience of WordPress to update and maintain websites. | AAA |

# 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](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

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

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|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | ☐ | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) [check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| ☐ | Enhanced Disclosure and Barring Service check with Children’s Barred List | ☐ | Enhanced Disclosure and Barring Service check with Adults Barred List |
| ☐ | Standard Disclosure and Barring Service check | ☐ | Basic Disclosure |
| ☐ | Disqualification for Caring for Children (Education) | ☐ | Overseas Criminal Record Checks |
| ☐ | Prohibition from Teaching | ☐ | Professional Registration |
| ☐ | Non police personnel vetting | ☐ | Disqualification from Caring |
| ☐ | 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).

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| ☐ | Provision of personal care on a regular basis | ☐ | Driving HGV or LGV for work |
| ☐ | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | ☐ | 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) |
| ☐ | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis | ☐ | Restricted postural change – prolonged standing |
| ☐ | Night work | ☐ | Regular/repetitive bending/ squatting/ kneeling/crouching |
| ☐ | Rotating shift work | ☐ | Manual cleaning/ domestic duties |
| ☐ | Working on/ or near a road | ☐ | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
| ☐ | Undertaking repetitive tasks | ☐ | Working with challenging behaviours |
| ☐ | Continual telephone use (call centres) | ☐ | Regular work with skin irritants/ allergens |
| ☐ | Work requiring hearing protection (exposure to noise above action levels) | ☐ | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| ☐ | Work requiring respirators or masks | ☐ | Work with vibrating tools/ machinery |
| ☐ | Work involving food handling | ☐ | Work with waste, refuse |
| ☐ | Potential exposure to blood or bodily fluids | ☐ | Face-to-face contact with members of the public |
| ☐ | Other (please specify): |

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