**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: | Team Support Officer |
| Salary: | £28,163 - £30,060 per annum |
| Grade: | 7 |
| Hours: | 37 hours per week |
| Team: | SEN Business Support |
| Service Area: | CEF Administration |
| Primary Location: | County Hall, Oxford |
| Budget responsibility: | No |
| Responsible to: | Business Support Team Leader |
| Responsible for: |  |
| Political Restricted Post: | No |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.  Enable the directorate to deliver integrated, customer focused services which improves outcomes for children, young people and families by:   * Working co-operatively, as part of a team to provide efficient and effective business administrative support to directorate teams who may not work from one office. * Proactively liaising with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover and help prevent excessive workload peaks. * Develop knowledge, skills and expertise in at least one designated service area(s) which will be the main focus of your service delivery.   This post holder is responsible for ensuring that all County Safeguarding and Child/ Vulnerable Adult Protection policies are adhered to and concerns are raised in accordance with these policies. |

## Job Responsibilities

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| This is a list of the main duties or tasks that the post holder will be expected to undertake.  **Office and team support**   1. Act as a first point of contact for the service, including enquiries which may be emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding or referring to senior officers (e.g. Duty Officers, managers) as appropriate 2. Process and respond promptly to incoming communications (post, telephone, fax, email, face to face), accurate message taking, copying and distributing information as necessary 3. Look up information to answer complex queries, including requests for statistical information from internal and external customers. This could involve using the internet/intranet as well as internal systems. 4. Produce a range of documents including letters/emails and presentations to a good standard by the required deadline 5. Collect, process and input data into the County Council’s information management systems and databases (e.g. Liquid Logic, LIFT, ContrOCC, SAP) ensuring accuracy and security of data and compliance with statutory requirements 6. Use electronic and manual filing systems with due regard to security and confidentiality 7. Maintain diaries, appointment systems, scheduling and arranging meetings including managing bring forward systems daily. 8. Organise meetings and statutory events (e.g. Panels and Case Conferences), ensuring that appointments are realistically planned regarding timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event. 9. Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Operational Staff and Managers to ensure that relevant updates and reviews take place in a timely fashion 10. Develop and maintain up to date information about the service including on the intranet, internet, stationery and internal and external publications 11. Undertake general clerical and administrative tasks to support the service as required (e.g. post processes, photocopying, scanning)   **Financial support**   1. Process financial tasks within the team including petty cash where appropriate, e-procurement, receipting of goods and receiving goods where necessary. 2. Investigate variations and carry out research to provide budgetary and statistical information using available systems 3. Administer grants, payments and transactions (e.g. employee claim forms, travel warrants)   **Leadership and Teamwork:** be an effective team member by   1. Supporting the recruitment, induction, supervision and learning of others as required 2. Providing cover for colleagues during periods of annual leave and absence from the office 3. Applying your knowledge and feedback from others to contribute to service improvement ‘ 4. Attending and participating in meetings as required to support the needs of the service including taking a lead role as ‘champion’ for a service process, system or development area 5. Supporting Operational Staff in data recording/performance where appropriate. 6. Undertaking such other duties as may reasonably be required of you commensurate with your grade and as required to support the business including maintaining business continuity and during civil emergencies. 7. Act as ‘Champion’ for County Council’s information management systems and databases (e.g. Liquid Logic, One, SAP, ChildView) i.e. provide training and support, develop in-depth knowledge not just relating to own team’s function, assist with system development and implementations   **General accountabilities**   1. Comply with individual responsibilities for health and safety in the workplace including acting to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment 2. Assist Senior Administrator and Managers in ensuring the health, safety and welfare of staff and visitors 3. Ensure that all duties and services are provided in accordance with the County Councils standards, policies and procedures   **Facilities (if applicable)**   1. Liaise with contractors regarding access to the building so that repairs or work can be undertaken 2. Monitor work undertaken by contractors linking directly with Facilities Management if required 3. Maintaining and updating the SALTO system for staff accessing the building 4. Undertake several monthly Health and Safety checks, for example fridge temperature, first aid boxes, alarm testing, emergency lighting, recording checks in the Safety Folder. 5. Attend Health and Safety meetings as required. 6. Complete a checking procedure of the building at the end of the day to ensure alarm can be set appropriately. 7. Dealing with alarm call out episodes and associated charges 8. Organise with staff any PAT testing of equipment that is required at the appropriate times. 9. Renewal of TV and Performance Licences as required 10. Supervise the room booking process for external users ensuring compliance with H&S and public liability if relevant and risk assessments are obtained if needed.   **Role specific**   1. Understand the core business of the office/directorate and contribute to its development 2. Develop the necessary skills and knowledge to be flexible in support of the development of the Directorate and the wider organisation 3. As appropriate:    1. Use specialist knowledge including knowledge of external agencies and partners to respond to client and colleague enquiries and requests for information using specialist knowledge of your service area    2. Make written records of emotive and complex meetings ensuring key points are accurately minuted to high standards of accuracy and presentation and approved papers are distributed to designated deadlines.    3. Undertake specialist searches of information management and other systems to provide detailed statistical information and create electronic (or manual if appropriate) client files   The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the Service and in keeping with the general profile of the post.  **For all staff** - You have specific responsibilities under Health & Safety legislation to ensure that you:   * Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do. * Cooperate on all issues involving health and safety. * Use work items provided for you correctly, in accordance with training and instructions. * Do not interfere with or misuse anything provided for your health, safety or welfare. * Report any health and safety concerns to your line manager as soon as practicable. * Any other duties as may be deemed necessary to carry out the full remit of the role. |

# 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: |
| **Educational achievements, Qualifications, Training and Knowledge:**  English Language and Mathematics GCSE 4 or above(was Grade C or above), or equivalent, or comparable ability | A, D |
| **Experience:**   * Two Years Proven administrative experience * Front line service (visitor/telephone) experience * Experience and regular use of Microsoft Office applications and the Internet, including Word, \* Excel, Outlook and PowerPoint, to at least an Intermediate level * Information research and collation using the internet/web based systems * Experience of handling data and statistics * Experience of inputting and retrieving data from ICT based record systems * Proven ability to work effectively to deadlines | A, I |
| **Job related aptitude and skills:**   * Ability to communicate effectively by telephone, in writing, by e-mail and in person * Methodical and organised approach to tasks, with an eye for detail * Ability to work calmly under pressure prioritising competing demands effectively * Initiative, flexibility and ability to handle change * Ability to produce accurate summaries of meetings, events and conversations * Ability to attend work regularly and on time | A, I |
| **Personal qualities:**   * Commitment to providing good customer service with a drive for continuous improvement * Ability to work alone, as well as working co-operatively as a team member * Able to deal with work of a confidential nature * Commitment to continuous personal development | A, I |
| ***Essential:***  Satisfactory standard/enhanced Disclosure and Barring Service Check (where required) | D |
| **Equal Opportunities:**  Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services. | A, I |
| Desirable Criteria | Assessed By: |
| **Educational achievements, Qualifications, Training and Knowledge:**   * ECDL or equivalent training in relevant software packages * NVQ2 or higher in Administration * ILM2 or equivalent | A, I |
| **Experience:**   * Experience of processing financial claims/transactions * Use of Microsoft Publisher and PowerPoint * Experience of using consultative processes to improve procedures and service | A, I |
| **Job related aptitude and skills:**   * Good problem solving skills and ability to use initiative * Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time | A, I |
| **Personal qualities:**   * Interest in services provided by or for Oxfordshire County Council and willingness to learn about new initiatives * Specialist knowledge related to the area of appointment | A, I |

# 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 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 |

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|  | 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 |

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|  | Other (please specify): |

April 2022