

JOB SUMMARY

Post Title	<i>Business Support Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	5	Line Manager to others?	No	Role profile ref	<i>BS05</i>
Service Area	<i>Childrens Services Directorate</i>						
Line Manager	<i>Youth Justice Service - Assistant Team Manager</i>						
Location	<i>County Hall / agile working</i>						

Job Purpose

The Youth Justice Service is a multi-disciplinary team which works with children aged 10 -17 years old who have offended and are made subject to a range of community and custodial disposals. The purpose of this job is to:

- Provide effective business, administrative and secretarial support to staff, volunteers and managers within the Youth Justice Service, reporting to the Assistant Team Manager
- Provide efficient reception services to service users, professionals and members of the public via a range of mediums including telephone, email, face to face and attendance at meetings.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Promote equality as an integral part of a role and treat everyone with fairness and dignity.
- Develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
- Promote a positive and protective working environment through use of safe working practices and pro-social behaviours.
- Provide high speed, accurate word processing and formatting of letters, Court and Referral Order Reports, presentations, memos, minutes and other administrative tasks as required, including preparation of materials or presentations using PowerPoint, Word and Excel.
- Undertake general office administrative tasks as required including maintaining efficient paper and electronic filing systems (including archiving), maintenance of appropriate data bases, photocopying, filing, and faxing, printing and collating documents.
- Arrange and confirm venue bookings/hire, including bookings for volunteer and staff meetings, training and Referral Order Panels; organise, attend and minute meetings as necessary ensuring appropriate venue, equipment and refreshments are available.
- Receive and respond to telephone calls, e-mails and enquiries from service users, suppliers, staff, public, volunteers, and arrange for enquiries to be dealt with, taking messages as appropriate.
- Ensure postal systems are maintained and properly implemented, including collection, drop off and sorting of mail, distribution and logging as appropriate.
- Complete work within specified time deadlines and expected standards, to ensure statutory requirements are met.
- Undertake SAP/SRM-based work, ensuring data is inputted accurately, in support of overall effective budget management across the Youth Justice Service, as directed by the YJS Management team.
- Undertake SAP payments, including expenses, bill payments and ordering, on behalf of the Youth Justice Service, as directed by the YJS Management team.
- To maintain expected standards of confidentiality, data protection and information sharing, and ensure compliance with all IWC and IOW YJS Policy and Procedures.
- To contribute to effective delivery of Youth Justice Services on the Isle of Wight through your own work and support of work done by others (e.g. Health, Police, Social Care, Education etc).
- To support (through your day-to-day work) the effective safeguarding of service users via effective identification and onward referral to relevant personnel of presenting concerns, particularly where they relate to child, adult or public protection.
- To contribute to YJS Team meetings, planning, performance and quality assurance mechanisms to support ongoing service delivery and improvement.
- To access training and learning opportunities (delivered in a variety of locations, including mainland venues) to secure your own continuous personal development and support that of others via cascade learning (if appropriate).
- To show flexibility in meeting the demands of the service, including occasional evening, weekend, Bank Holiday and Christmas cover if required (usually on a rota basis).
- Take responsibility for maintaining a staff presence within the YJS and respond to unplanned calls or events.

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- To undertake any other duties (as are consistent with this job description, role and grade) as required by any member of the YJS Management Team.
- Maintain departmental standards on case recording, protective marking, equalities and client access compliant with data protection, information sharing and confidentiality limits. Use appropriate ICT systems to complete tasks required.
- Deal with sensitive information (including correspondence and documentation) including arrangement and minute taking of confidential meetings.
- Ensure effective implementation of reception services in the YJS, including direct contact with service users to answer queries or refer to relevant personnel, in line with the expectations of this role and associated policy/practice.
- In consultation with the Assistant Team Manager and wider Management Team, give advice and information to the public, staff, volunteers, outside agencies and council Officers on procedural matters and departmental systems/process. By doing so, work in partnership with statutory and voluntary organisations including (but not limited to): Police, Probation, Health, Local Authority, Courts, Judiciary, Legal Representatives, Housing providers, Support services.
- Promote the work of the Youth Justice Service through professional standards of conduct and communication at all times.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Administrative and Technical Competence	Considerable administrative experience, including customer contact and handling complex/sensitive information.	X	
	Experience completing a range of administrative tasks (typing, minuting, faxing, printing, photocopying, collating).	X	
	Accurate and high-speed word-processing and keyboard skills.	X	
	Up-to-date and relevant knowledge of office and secretarial practices and procedures.	X	
	Excellent knowledge of Microsoft Office systems (Word, Excel, Outlook, Calendar, PowerPoint).	X	
	Ability to utilise a variety of IT packages including Microsoft Office, SAP/SRM, and the Council's CRM system.	X	
	Experience using IOW Council and YJS specific systems.		X
	Knowledge of SAP/SRM and the Council's CRM system.		X
	Knowledge of databases used by Youth Justice and Children's Services organisations		X
Service Delivery and Team Support.	Experience supporting multiple people in a team environment, including organising, prioritising, and coordinating workload.	X	
	Ability to work effectively within a team and under pressure, managing changing priorities.	X	

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	Ability to work flexibly in accordance with the post objectives to respond to the needs of the team, service users, and the general public. Knowledge of youth justice systems and services.	X	X
Communication and Interpersonal Skills	A professional and polite telephone manner with a focus on customer care. Ability to communicate positively and effectively at all levels with the public, staff, Members, and other agencies on sensitive and personal issues. Ability and willingness to develop effective working relationships with service users, colleagues, and YJS partners	X X X	
Confidentiality, Ethics, and Professionalism	Knowledge and understanding of data protection, information sharing, and confidentiality requirements. Ability to operate in a confidential and professional manner at all times and deal with difficult or distressing situations in a calm, sensitive manner. Commitment to Equal Opportunities, Anti-Discriminatory Practice, and supporting diversity in the workplace. Ability to maintain professional standards of conduct and represent the YJS effectively.	X X X	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.	Ability to self-prioritise own workload, ability to manage and monitor competing demands. Awareness of wider service requirements and ability to inform and escalate issues appropriately to inform wider decision making to fundamentally reduce risk/safeguarding concerns.	X X	
Personal Attributes and Development	Solution-focused, with a willingness to learn and continuously develop experience, knowledge, and skills. Ability to perform in a working environment (subject to reasonable adjustment, if required).	X X	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Four GCSEs Grade 9-4 / A-C or equivalent, including Maths and English		X	
RSA II typing qualification, ECDL, or equivalent.			X

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NVQ Level 3 in Business Administration, or equivalent			X
Other Requirements			
Attend meetings/training/events on the mainland as and when required			
Criminal records check (DBS)			
Ability to work flexibly to meet the demands of the service, including occasional evening, weekend, Bank Holiday and Christmas cover.			
Ability to perform in working environment (subject to reasonable adjustment, if required).			
Willingness to work in a variety of locations, including attendance at mainland meetings and training events.			
Organisational Structure (optional)			