



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Business Support Officer**

**Vacancy ID: 010372**

Salary: £18,795 - £19,171 Annually

Closing Date: 26/08/2019

### **Benefits & Grade**

Grade E

### **Contract Details**

Temporary to cover maternity leave.

### **Contract Hours**

37 hours per week

### **Disclosure**

The successful applicant will be subject to an Enhanced DBS check

### **Job Description**

Adoption Tees Valley is the RAA, covering the 5 Tees Valley LA areas, now undertaking all adoption work for this area. We are seeking a suitably qualified and experienced business support worker, to cover for maternity leave, commencing 1.9.19.

You will work from Adoption Tees Valley Centre in Stockton, and will receive support, supervision and training to enable you to operate effectively within the role. ATV is a busy adoption service, now managing a high volume of cases, and some flexibility in working hours may be available to meet the needs of the successful candidate and the service.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Chris Corden, Business Manager, on 01642 526400.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Adoption Tees Valley ensures that all customers, both internal and external receive a consistently high quality level of service.

		JOB DESCRIPTION	
JOB TITLE: Business Support Officer			
GRADE: E			
REPORTING TO: Business Manager, Adoption Tees Valley			
1.	<b>JOB SUMMARY:</b>  To provide direct administrative support to the Adoption Tees Valley Team, including responding to initial referrals and enquiries, maintaining accurate business records, minuting meetings.		
2.	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To effectively and accurately minute meetings, which may include Panel	
	2.	To provide administrative support and coordination of the panel including collation of and distribution of reports and minutes and maintain the panel lists and records of the members on the central list.	
	3.	To provide administrative support to the team and maintenance of systems in order to respond to and process case management requirements.	
	4.	Maintenance of individual and team records including case files, referrals and re-referrals, the operation and maintenance of the computerised client database and associated records systems.	
	5.	To take responsibility for the collation of case and other statistics	
	6	Receiving and passing on messages and instructions on behalf of team staff, including the making of arrangements on their behalf, when requested.	
	7	The preparation and maintenance of casework files, general filing of documents.	
	8	Setting up Purchase order numbers and ordering and purchasing from suppliers.	
	9	To take responsibility for cash handling and tracking expenditure against key budgets within the team when requested by the Manager. To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.	
	10	To enhance the Department's image within the authority by promoting awareness of services and achievements and encourage greater participation.	
	11	To assist with Operational Building Management when appropriate	
	12	Work with partner agencies and Tees Valley Local Authorities	
	13	To enhance the Department's image within the authority by promoting awareness of services and achievements and encourage greater participation.	

	14	To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Adoption Tees Valley
	15	To enhance Adoption Tees Valley's image within the Tees Valley Local Authorities by promoting awareness of services and achievements and encourage greater participation.
	16	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	17	Adoption Tees Valley is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job description provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post.
	18	The post holder is required to have undertaken a Disclosure and Barring Service check at the appropriate level and continued employment in the role is subject to such a check being satisfactory. A further check will be required to be undertaken every three years. The post holder must notify the Service Manager if he/she received a caution or is convicted of a criminal offence during the course of employment.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated          June 2019**



### PERSON SPECIFICATION

<b>Job Title/Grade</b>	<b>Business Support Officer</b>	<b>Grade E</b>
<b>Service Area</b>	<b>Adoption Tees Valley</b>	
<b>Post Ref:</b>	<b>C34427</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent in Business Admin</li> </ul>	<ul style="list-style-type: none"> <li>Word Processing Qualification e.g. ECDL/RSA</li> </ul>	Application form, interview, certificates
Experience	<ul style="list-style-type: none"> <li>Experience of Use of Microsoft office (databases, spreadsheets)</li> <li>Experience of working in a busy office environment</li> <li>Finance Experience.</li> <li>Experience of working in a Social Care environment</li> </ul>	<ul style="list-style-type: none"> <li>Sound awareness of the Adoption Act 2002</li> <li>Good knowledge of Children's Services &amp; Social Care</li> </ul>	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none"> <li>• Proven organisational skills.</li> <li>• Excellent Keyboard skills.</li> <li>• Ability to develop, implement and maintain office systems to relate and respond to members of the public, service users, agency colleagues.</li> <li>• Ability to maintain IT database information accurately and timely.</li> <li>• Ability to work as part of a team or on own initiative and to prioritise work.</li> <li>• Ability to work accurately to deadlines.</li> <li>• Communication skills (written and verbal).</li> <li>• Able to handle sensitive information and maintain discretion on sensitive issues</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Health and Safety requirements</li> </ul>	
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>• Ability to work flexibly.</li> <li>• Ability to work in challenging environment</li> <li>• Ability to work on a one to one basis, as well as a team.</li> <li>• Confident.</li> <li>• Approachable.</li> <li>• Use of initiative.</li> <li>• Positive and enthusiastic approach.</li> <li>• Strong interpersonal and networking</li> <li>• Flexible approach</li> <li>• Customer focussed</li> <li>• Empathetic nature</li> <li>• Enthusiasm/keenness to learn</li> <li>• Recognition of need for confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• To continually develop your own skills through experience and training</li> </ul>	Application / Interview

Other requirements	<ul style="list-style-type: none"><li>• Flexible approach to working outside of normal office hours.</li><li>• Job involves working with sensitive and confidential information about children and will be subject to an enhanced DBS check.</li><li>• Ability to travel independently</li></ul>		
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Person Specification dated            July 2019