



Job profile

Safeguarding Business Unit Assistant

Grade D

Group: Care, Wellbeing & Learning

Service: Health and Social Care Commissioning and Quality Assurance

Location: Civic Centre

Line Manager: Safeguarding Adults Business Manager

Car User Status: N/A

Job Purpose

To ensure the provision of an effective and efficient business support service for the Safeguarding Children's Partnership (SCP) and Safeguarding Adults Board (SAB).

The key roles of this post include:

1. To attend and service a range of SCP and SAB Sub-Group and Task and Finish Group meetings as required, this may include, agendas, arranging meetings, producing minutes within guidelines and timescales.
2. Administrative support for events including conferences, workshops, Board Development days and ad hoc training events.
3. To provide a high level of customer service to service users, members of the public and external organisations via telephone, letter, email and in person to ensure an ongoing provision of a high quality service.
4. To assist in the implementation, monitoring and reviewing of administrative systems and procedures, to support best practice and continuous improvement.
5. To undertake the duties associated with the ordering and supply of stock items to ensure that adequate supplies are held and that the issue of such items is properly managed.
6. The maintenance of information systems to ensure data used is accurate and up to date, including updating case management databases.
7. Processing of all invoices to ensure adherence to the Councils financial procedures
8. Support to the SCP and SAB Business Managers.
9. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Working knowledge of computer packages including word and excel

Experience

- Working in business administration environment.
- Conveying, servicing meetings.
- Organising and prioritising your work and that of the team.
- Meeting deadlines.
- Effective written and oral communication skills demonstrating a high standard of accuracy.
- Implementing, monitoring and reviewing admin systems and procedures.
- Good organisational skills.
- Maintaining professional manner when dealing with someone who may be distressed or anxious.

Qualifications

- NVQ Level 3 in Business Administration or equivalent.

Desirable:

Knowledge

- Safeguarding Children agenda
- Safeguarding Adults agenda

Experience

- Administrative experience in a social care or health background
- Working with computerised financial systems.
- Working in a customer focused setting.
- Financial management

Qualifications

- NVQ Level 4 in Business Admin or equivalent



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences