

REFERENCE NUMBER	
JOB TITLE	BUSINESS SUPPORT ASSISTANT LEVEL 2 G3
TEAM	SAFEGUARDING AND REVIEW – BUSINESS SUPPORT TEAM
DIRECTORATE	RESOURCE AND BOOKING
WORK BASE	Boston Family Centre

This job brief sits alongside the job description for this role.

Key Objective –

These tasks are the primary responsibility for this position and a key part of what the post holder will need to undertake.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE

- Distribute Independent Reviewing Officers Introduction Letters- County wide
- Reg 44 Process Management – Excel spreadsheet recording, tracking emails and following up on the process as needed to avoid drift and delay.
- Mosaic system superuser- (Mosaic is the Care Management Systems used by LCC)
- Managing of Mosaic worksteps and workflows for key work areas such as Child Protection, Child in Care, Adults and Disruptions. Ensuring worksteps are progressed as required and allocated to the correct worker in time for the meetings
- Chair and Independent Reviewing Officer administration support, diary management, general IT support.
- Processing emails and phone enquiries requesting regulated meetings to be convened
- Support to Social workers to ensure accurate invites are sent out before the meeting date
- Issuing Child Protection Conference, Child in Care Reviews, Pre-Birth Meeting, Disruption Meeting, Adults Safeguarding and Best Interest & Children with Disabilities invites for regulated meetings. Other miscellaneous meetings are supported as required.
- Ensure that accurate records of conferences and meetings are maintained on Excel spreadsheets and reflected on the Mosaic system.
- Convening of Adults Safeguarding meetings in conjunction with Investigating Officers & provision of Meeting Support staff from local teams. Including distribution of minutes.
- External Venue Booking for different meeting types as required
- Monthly Support Panel meeting bookings, agenda creation, distribution, case tracking and distribution of minutes
- Provide support for Meeting Support Assistants, collating a weekly update of outstanding work, professional report saving and forwarding to Chair, Social Worker and Meeting Support Assistant involved.
- Log and chase Child Protection escalations raised by the Chairs and Independent Reviewing Officers
- Deal with miscellaneous requests e.g. LADO (Local Authority Designated Officer)
- Off-site document retrieval from archives & document checking
- Process incoming/returned post for our team and scan/forward on/upload documents to Mosaic where appropriate
- Ensure Team task and process guides and team One Note is kept up to date with process changes, and update any changes to contact details etc
- Manage busy team inbox, dealing with and signposting queries.

Support to the following areas:

- Child Protection Conferences
- Child in Care Reviews
- Pre-Birth Meetings
- CWD Short Break Reviews (Children with Disabilities)
- Adults Safeguarding
- Children's Support Panel
- Independent Chairs
- Minute Taker support
- Disruption Meeting support
- Reg 44 Process Management
- Fostering and Adoption Panels
- Miscellaneous Meetings for other service areas as required

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE

Provision of high quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring
Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)