

JOB TITLE	Business Support Assistant
TEAM	Children's Regulated – Fostering and Adoption
DIRECTORATE	RESOURCES
WORK BASE	Lincolnshire County Council Offices
AUTHOR	Rachelle Richardson 08/05/2025

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

Key Objective:

The provision of high level administrative support to a busy and complex function within the Children's Strategic Commissioning Team.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Processing financial requests to Softbox and via BW.
Collating of initial packs and workbooks.
Inputting information onto databases (ICS, Swift and Mosaic)
Monitoring and updating spreadsheets in respect of records for all Foster Carers and Adopters.
Processing Applications – Mainstream Adoption, Step Parent Adoption (all sites) Regulation 24 foster care, Special Guardianship Orders & Private Fostering (Sleaford only)
Processing of files re No Further Action & De-registrations.
Monitor/action tasks sent to generic inboxes.
Assist with organising Training Courses for Adopters and Foster Carers
Liaise with Service staff members at all levels regarding their case load
Attend Service team meetings as necessary and take minutes/notes
Genograms & Ecomaps using software (training given)
Initiating, processing & recording statutory checks for approved carers.
Children's Health Assessments administration (Lincoln)
Collating statistics for Team Managers, Heads of Service & Senior Management Team
Supporting placement support workers (Sleaford)
Children with Disabilities respite support (Sleaford)
Other Local Authority & other Agency checks (Lincoln) (searching Mosaic and historic social care records regarding a Fostering or Adoption applicant, for both this authority and other authorities for people who used to live in Lincolnshire)
Minute taking
Assist with tasks and administration of: F&A Panels, the Independent Fostering & Adoption Board (IFAB) and Quality Assurance Advisory Group (QAAG) as and when 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)