

<b>JOB TITLE</b>	BUSINESS SUPPORT ASSISTANT LEVEL 3
<b>TEAM</b>	TAC (Team Around the Child) and Young Carers Administration
<b>DIRECTORATE</b>	RESOURCES
<b>WORK BASE</b>	51 Newland, Lincoln, LN1 1XX
<b>AUTHOR</b>	
<b>DATE OF LAST UPDATE</b>	

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

### **Key Objective –**

TAC Admin Team provide information regarding the TAC process to professionals and signposts to services available in the area. They receive Child and Family Assessments (formally EHAs), TAC Plans, and TAC Closure Summaries and ensure these are recorded on the child's file. The TAC Admin provides support to the Early Help Consultants by organising Quality Assurance Visits, Case Supervision Visits and managing forums and briefings sessions across the county.

TAC Admin ensures that professionals are signposted to relevant agencies and are aware of the Early Help Pathway; this includes referring professionals to the Customer Service Centre if they have immediate safeguarding concerns.

<b>THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE</b>
Receive Child and Family Assessments (CFAs) from external professionals for either TAC or Early Help Requests only.
CFAs or Plans that request additional support for an Early Help Worker TAC Admin need to read the Assessment/Plan in full and determine if any additional information is needed before sending through to the EH Front Door. TAC Admin need to ensure that the Front Door has as much relevant information as possible to base their allocation decision on
Early Help Requests Only – to support Early Help consultants with requests for EH support only and working with the professional to instigate the TAC support.
Admin Requests from Educational Settings and support to schools for invites, plans and minutes for professionals.
Monitoring TAC Activity by ensuring that active TAC's are taking place. We support professionals by signposting to relevant support networks including EHC.
Closing TACs and updating MOSAIC with all contacts. We record the reasons for closure and Flag to the EHC if there are further concerns. We work closely with the professionals to ensure that all the details are correct and a relevant summary of the TAC is completed.
Emails that require a response/action from a dedicated administrator for each district, this ensures that there is continuity for professionals and builds relationships.
CSC TASKS/Alerts TAC Admin receive notifications and contact outcomes from the Safeguarding Administration Team and the Customer Services team, this information is then shared with the Lead Professional within 2 working days.
Step Downs (Social Care to TAC) TAC Admin liaise with new TAC LP so that they are clear about their responsibilities following the

step down & that they know where to find all relevant paperwork to ensure the transfer is seamless & the child, family & all professionals can work with the plan provided & work towards positive outcomes for the child. TAC Admin record information on MOSAIC and make sure the child's record reflects the current case status.
<p><b>Step Ups</b></p> <p>It is important to make sure that cases that have stepped up to Social Care are recorded correctly and updated on MOSAIC</p>
<p><b>CSC Contacts ( When professional concerns haven't met threshold for Social Care but a Child and Family Assessment has been recommended)</b></p> <p>This work is prioritised due to the potential for lack of support to children and young people if agencies do not act upon the advice given by CSC. The TAC Admin team play a crucial role in promoting the importance of completing an Early Help Assessment. TAC Admin record on MOSAIC and keep detailed records of the number of chases and the reasons why the professional may not consider completing an assessment.</p>
<p><b>TAC Forums/Briefings/Conferences</b></p> <p>TAC Admin are responsible for supporting the EHCs in sourcing and securing venues for training events across the county. Admin will send out the invites and collate the replies, in addition they will also promote attendance by monitoring attendance numbers and sending reminder emails when necessary.</p>
Admin support for EHCs –Quality Assurance Visits planned and booked in across the county
Answering Telephone Calls from professionals, young carers, Early Help Consultants and other teams.

**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)

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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)