



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Adoption Tees Valley.

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 (Adoption)**

**Vacancy ID: 009392**

Salary: £10,274.09 - £10,644.82 Annually

Closing Date: 21/10/2018

### **Benefits & Grade**

Grade E

### **Contract Details**

Permanent

### **Contract Hours**

21.5 hours per week

### **Disclosure**

The successful applicant will be subject to an enhanced DBS check

### **Job Description**

Adoption Tees Valley is a brand new Regional Adoption Agency, established under the Government's new arrangements for adoption across the UK. The service has been developed through excellent collaborative working relationships between the five Tees Valley Local Children's Services of Stockton, Hartlepool, Middlesbrough, Redcar and Cleveland, and Darlington.

The wealth of adoption experience and skill that has been held across the Tees Valley has been brought to the new service, and following the transfer of staff into the new structure, we require a Business Support Officer to complete our new team.

We are seeking an enthusiastic, committed and aspirational individual, who is driven to contribute to an excellent adoption service for children and adopters across Tees Valley. We aim to place children within our regional area, and ensure that children and adopters have good timescales, and excellent outcomes.

If you feel that you have the passion and drive to contribute to an excellent new Regional Adoption Agency, we would like to hear from you.

The successful candidate will contribute to an excellent service delivery, and will support Social Workers, managers and other team members to deliver high quality reports, and services.

Excellent administrative skills, including confident use of Microsoft office, and client recording systems will be required.

This post is customer facing, and excellent customer service skills are sought, from friendly and professional individuals.

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

Further information is available from <https://jobsatadoptionteesvalley.net/>. For an informal discussion, please contact Chris Corden, Business Services Manager on 01642 528108.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Adoption Tees Valley will ensure 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: Team Manager, Adoption Tees Valley**

<b>1.</b>	<b>JOB SUMMARY:</b>  To provide direct administrative support to the Adoption Tees Valley Team Placement Team with particular emphasis on co-ordinating and minuting panels relating to adoption functions	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1.	To effectively and accurately minute the panel meetings and business
	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	Setting up Purchase order numbers and ordering and purchasing from suppliers.
	7	To take responsibility for cash handling and tracking expenditure against key budgets within the team when requested by the Manager.
	8	The preparation and maintenance of casework files, team records and referrals, general filing of documents and all administrative aspects relating to the Team's Practices and Procedures.
	9	Receiving and passing on messages and instructions on behalf of team staff, including the making of arrangements on their behalf, when requested.
	10	To assist with Operational Building Management when appropriate.
	11	Work with partner agencies and Tees Valley Local Authorities.

	12	To enhance Adoption Tees Valley's image within the Tees Valley Local Authorities by promoting awareness of services and achievements and encourage greater participation.
	13	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	14	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 Adoption Tees Valley.

**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.

## 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>34427</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	NVQ Level 2 or equivalent in Business Admin	Word Processing Qualification e.g. ECDL/RSA	Application form, interview, certificates
Knowledge and Skills	<p>Experience of Use of Microsoft office (databases, spreadsheets)</p> <p>Experience of working in a busy office environment</p> <p>Finance Experience.</p> <p>Experience of working in a Social Care environment</p> <p>Proven organisational skills.</p> <p>Excellent Keyboard skills.</p> <p>Ability to contribute to the development, implementation and maintenance of office systems</p> <p>Ability to relate and respond to members of the public, service users, agency colleagues.</p>	<p>Sound awareness of the Adoption Act 2002</p> <p>Good knowledge of Children's Services &amp; Social Care</p> <p>Awareness of Health and Safety requirements</p>	Application / Interview

	<p>Ability to maintain IT database information accurately and timely.</p> <p>Ability to work as part of a team or on own initiative and to prioritise work.</p> <p>Ability to work accurately to deadlines.</p> <p>Communication skills (written and verbal).</p> <p>Able to handle sensitive information and maintain discretion on sensitive issues</p>		
Specific behaviours relevant to the post	<p>Ability to work flexibly.</p> <p>Ability to work in challenging environment</p> <p>Ability to work on a one to one basis, as well as a team.</p> <p>Confident.</p> <p>Approachable.</p> <p>Use of initiative.</p> <p>Positive and enthusiastic approach.</p> <p>Strong interpersonal and networking</p> <p>Flexible approach</p> <p>Customer focussed</p> <p>Empathetic nature</p> <p>Enthusiasm/keenness to learn</p>		Application / Interview

	Recognition of need for confidentiality		
Other requirements	Ability and willingness to work flexibly as necessary outside of office hours  Ability to travel independently		

**Person Specification dated            November 2017**