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| **Job Description** | |
| **Post title** | IRO Administration Officer – Children and Young People’s Services |
| **JE Reference No** | N7175 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | Quality & Review Team Business Support Manager |
| **Location** | Children’s Services Reform: Quality & Review Team, at a location determined by the needs of the service |
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| **DBS** | This post is not subject to a disclosure |
| **Flexitime** | Subject to service needs the Council’s flexible working policy is applicable to this post. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

This role will report directly to the Business Support Manager with the purpose of providing a consistent and seamless service for service users, ensuring meetings are arranged, diary alignment is managed appropriately, accurate notes and records of events are recorded and produced to timescale.

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| **Duties and responsibilities** |

* Arrange, prepare and attend all Child Protection Conferences, Looked After Reviews, Foster Carer Reviews and all other related meetings in line with IRO objectives, ensuring effective time and cost management
* Manage all allocated work robustly and ensure all relevant paperwork received within timescale e.g. invitation lists
* Take notes of all Children’s and Foster Carer Reviews via laptop to a consistent high quality and circulate within agreed timescales
* Confirm attendance of all related parties at reviews/meetings in an appropriate and timely manner.
* Ensure the room is prepared, arrangements are appropriate and that arrangements are confirmed to all necessary parties
* Use IT system packages, e.g. Word/Excel to take and communicate notes and be prepared to learn and use new technology to improve the effectiveness of service delivery
* Coordination and alignment of personal and IRO diaries to facilitate the above
* Escalate any issues/concerns to the IRO in a timely manner
* To effectively time manage all work
* Ensure a flow of communication is maintained with the QRAO and QRSA’s to ensure adequate clerical support is provided for each review/meeting to comply with set timescales and deadlines for reviews/meetings
* Attend, support and produce quality records of meetings in accordance with procedural and legislative timescales
* Contribute to the development and maintenance of processes and work schedules to targets and provide an efficient and effective service to staff and service users
* Keeping up to date all relevant information systems, conforming to departmental standards and procedures
* Maintaining and keeping up to date all quality assurance and performance management systems
* Deputise for the QRAO as and when required
* Perform all related tasks as required to meet the targets and objectives of the Service
* Work hours as required throughout the County as appropriate to meet Service targets
* Communicate effectively and professionally with all partner agencies to ensure a consistent reviewing of processes for all children and foster carers reviews
* Ensure all written information for reviews is gathered in a timely manner and follow up as per procedures
* Ensure that all travel arrangements to Reviews are always cost effective and in conjunction with the IRO
* Ensure that attendance and participation at relevant development working groups e.g. LSCB

The post holder will undertake such other duties and responsibilities commensurate with the grade of the post and as required by the Service Manager

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| **Organisational responsibilities** |

Values and Behaviours

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance Management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * BTEC National in Public Admin / NVQ Business Administration Level 3 or   equivalent |  |
| Experience | * Note taking/recording and capturing relevant information for statutory professional meetings * Working in a clerical/administrative environment * Diary maintenance and alignment * Arranging all aspects of meetings – invites, preparation of required documentation and room, room booking etc * Communicating effectively and professionally in verbal and written formats * Using Performance Monitoring Systems * Filing and organisation of work * Dealing professionally with members of the public, service users and partner agencies * Using information databases, both input and checking | * Management/ supervisory experience * Taking notes of meetings on to a laptop * Working within a Children's Services environment |
| Skills & Knowledge | * User knowledge of IT systems, particularly MS Word and Excel and those used within the Service * Computer and typing skills * Effective note taking * Customer focus - ability to recognise the customer and their needs, both internally and externally, putting them first in order to provide an excellent service * Working with others and participating effectively as a team member, sharing ideas, creating and sustaining positive relationships in order to achieve results * Ability to work on own initiative * Communication – have the ability to communicate verbally and in written format clearly and effectively to ensure understanding * Effective time and cost management * Have a flexible attitude to work and willing to assist other team members to ensure targets and timescales are met * Taking responsibility for own actions and using own initiative to assist in problem solving * Be involved in new developments to improve the service | * Knowledge of the functions of the Children’s Services |
| Personal Qualities | * A flexible attitude to work and willing to assist other team members to ensure targets and timescales are met * Deeply motivated to improve and be committed to best outcomes for children, young people and their families * Able to work as part of a team to deliver outcomes and assist with other duties as required to cover for holiday and sickness * Evidence of understanding of own strengths and limitations and self impact on others * Able to deliver results in a complex and busy environment and in a timely manner * Takes responsibility for making things happen * Committed to honesty, inclusiveness and personal integrity * Committed to personal development |  |