

Adoption Tees Valley		JOB DESCRIPTION
JOB TITLE: Business Support Officer - Adoption Support Service		
GRADE: E		
REPORTING TO: Business Manager, Adoption Tees Valley		
1.	JOB SUMMARY: To provide direct administrative support to the Adoption Tees Valley Team, including responding to initial referrals and enquiries, maintaining accurate business records and minuting meetings.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To effectively and accurately minute meetings, which may include Panel
	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	Receiving and passing on messages and instructions on behalf of team staff, including the making of arrangements on their behalf, when requested.
	7	The preparation and maintenance of casework files, general filing of documents.
	8	Setting up Purchase order numbers and ordering and purchasing from suppliers.
	9	To take responsibility for cash handling and tracking expenditure against key budgets within the team when requested by the Manager. To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
	10	To enhance the Department's image within the authority by promoting awareness of services and achievements and encourage greater participation.
	11	To assist with Operational Building Management when appropriate
	12	Work with partner agencies and Tees Valley Local Authorities
	13	To enhance the Department's image within the authority by promoting awareness of services and achievements and encourage greater participation.

	14	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
	15	To enhance Adoption Tees Valley's image within the Tees Valley Local Authorities by promoting awareness of services and achievements and encourage greater participation.
	16	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	17	Adoption Tees Valley is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job description provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post.
	18	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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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 Stockton on Tees Borough Council.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated July 2023

PERSON SPECIFICATION

Job Title/Grade	Business Support Officer	E
Service Area	Children's Services	Adoption Tees Valley
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	NVQ Level 3 or equivalent in Business Admin	Word Processing Qualification e.g., ECDL/RSA	Application form, interview, certificates
Experience	- Experience of Use of Microsoft office (databases, spreadsheets) - Experience of working in a busy office environment - Finance Experience. - Experience of working in a Social Care environment	- Sound awareness of the Adoption Act 2002 - Good knowledge of Children's Services & Social Care	Application / Interview

Knowledge & Skills	• Proven organisational skills. • Excellent Keyboard skills & competent minuting taking skills. • Ability to develop, implement and maintain office systems to relate and respond to members of the public, service users, agency colleagues. • Ability to maintain IT database information accurately and timely. • Ability to work as part of a team or on own initiative and to prioritise work. • Ability to work accurately to deadlines. • Communication skills (written and verbal). • Able to handle sensitive information and maintain discretion on sensitive issues	• Awareness of Health and Safety requirements	
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Ability to work flexibly. • Ability to work in challenging environment • Ability to work on a one-to-one basis, as well as a team. • Confident. • Approachable. • Use of initiative.	• To continually develop your own skills through experience and training	Application / Interview

	• Positive and enthusiastic approach. • Strong interpersonal and networking • Flexible approach • Customer focussed • Empathetic nature • Enthusiasm/keenness to learn • Recognition of need for confidentiality		
Other requirements	• Flexible approach to working outside of normal office hours. • Job involves working with sensitive and confidential information about children and will be subject to an enhanced DBS check. • Ability to travel independently		

Person Specification dated

July 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Children's Services	SERVICE AREA: Adoption Tees Valley
JOB TITLE: Business Support Officer	
GRADE: E	
JOB LOCATION / BUILDING: Adoption Tees Valley	
REPORTING TO: <i>Business Services Manager</i>	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		√
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		√
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		√

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		√
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		√

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		✓
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		✓
Working at Heights - Safety Critical: Employee will be required to work at a height .		✓
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		✓

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		✓
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		✓
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		✓
Lone Working (including Home Working): Employee will be required to work alone.		✓
DSE Users: Employee will be required to use Display Screen Equipment (DSE) DSE Training and assessment should be completed on commencement – arranged by manager	✓	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:



Date: 02/10/26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk