

JOB DESCRIPTION



**WOKINGHAM
BOROUGH COUNCIL**

Job Title:	Safeguarding Administrative Assistant	Job Ref:	
Service:	Resources	Section:	Children's Services
Reports To:	Team Leader	Location:	Flexible
Grade: 5		Salary:	
Employment Status: Variable subject to contract			
Hours of Work: Variable subject to contract			
Job Purpose: To provide an effective, efficient and highly confidential support service to the Wokingham Safeguarding Children Board and Child Protection Officers within Wokingham Borough.			
Team Purpose: To provide high quality support services within the Borough of Wokingham for the Council and its partner organisations. At all times, to promote and safeguard the welfare of all citizens who live, visit or access services or who are looked after by, Wokingham Borough Council.			
Organisation Chart			
<pre> graph TD TL[Team Leader] --- SA[Safeguarding Administration Assistant] </pre>			

Scope	
Financial Accountabilities Budgets directly controlled (please state if this has been delegated to the post-holder) Budgets monitored on day-to-day basis:	None None
Staff Responsibilities Number of employees managed/supervised: Number of FTE (Full Time Equivalents) employees managed/supervised:	None
Management of Physical Assets	None
Details of service contracts managed	None
Health and Safety Responsibility: In accordance with the provisions of the Health and Safety at Work Act 1974 take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.	
Summary of main contacts: Internal <ul style="list-style-type: none"> • Managers; • Team members of all Council services, in particular professionals involved in child protection issues; • Elected Members; and • School staff. External <ul style="list-style-type: none"> • Members of the public and service users; • Organisations/people/services that provide or have contact with people living in the Borough. 	

Main Tasks/Accountabilities

Provide a full, confidential support service to include:

- Establishment/use of systems to support workflow/ work chasing
- Diary Management
- Production of various types of documents with a high degree of confidentiality and accuracy
- Processing of reports to meet statutory Children's Services timescales
- Preparation of routine correspondence, draft letters, speeches, reports etc.
- Preparation of presentations
- Management of all correspondence
- Booking rooms for meetings and providing information to meetings as required
- Collating and distributing papers as required
- Attend meetings to take and produce clear comprehensive minutes. To alert of any actions prior to the next meeting
- Circulating minutes and information and manage actions arising
- Assist in the arrangement of formal and informal events
- Setting up databases/spreadsheets in response to data collection needs

Take ownership of calls/enquiries and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the Council

Uphold the Customer Care Charter at all times and work professionally in accordance with the Council's policies, procedures, standing orders and financial regulations.

To undertake general office duties including filing, scanning and photocopying

Assist with special projects

Create and collate service specific information, e.g: newsletters and bulletins

Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility

PERSON SPECIFICATION

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

E = Essential to carry out role to minimum required standard

D = Desirable but not essential to carry out the role

Knowledge/Qualifications:		
<ul style="list-style-type: none"> • Familiarity with local government services 		D
<ul style="list-style-type: none"> • 5 GCSE level (A*-C) to include English, or equivalent (or appropriate experience) 	E	
Technical Skills:		
<ul style="list-style-type: none"> • Proficient in MS Office i.e. able to use the majority of the systems functions without assistance. Utilises information and communications technology to access and communication information 	E	
<ul style="list-style-type: none"> • Ability to create letters, emails, presentations and documents competently 	E	
<ul style="list-style-type: none"> • Accurate, comprehensive minute taking 	E	
<ul style="list-style-type: none"> • Numeracy- works accurately with figures, e.g. calculate %, cross checking data 	E	
<ul style="list-style-type: none"> • Displays accurate keyboard skills, rapid data input 	E	
<ul style="list-style-type: none"> • Communicates effectively with people at different levels using all access channels 	E	
<ul style="list-style-type: none"> • Good organisational skills 	E	
<ul style="list-style-type: none"> • Work effectively under pressure in a busy, diverse and demanding work environment 	E	
<ul style="list-style-type: none"> • Well developed listening skills and the ability to assimilate information 	E	
<ul style="list-style-type: none"> • Proven ability in capturing, storing and accurately retrieving information to meet service needs 	E	
<ul style="list-style-type: none"> • Tact, diplomacy, confidentiality and sensitivity 	E	
<ul style="list-style-type: none"> • Able to work without supervision using own initiative 	E	
Experience:		
<ul style="list-style-type: none"> • Previous experience of providing information and advice to the public and or customers 	E	
<ul style="list-style-type: none"> • Previous experience in office administration 	E	
Special Factors:		
<ul style="list-style-type: none"> • Prepared to work extended hours on occasions 	E	
<ul style="list-style-type: none"> • Access to a car on a daily basis and full driving licence 	E	

BEHAVIOUR PROFILE

Core Behaviours		
Personal Effectiveness	Facilitates	Facilitates decision making and makes decisions, uses initiative and is accountable for decisions.
Impact	Facilitates	Remains focused on detail, follows work/issues through, delivers what they have committed to, whilst considering their impact on others.
Resilience	Facilitates	Optimistic about change; facilitates the progress of change; analyses the impact of change on their own job and work area; remains positive and future orientated
Joined Up Thinking	Facilitates	Develops appropriate networks to facilitate effective working; takes account of WBC's Climate & culture; able to think beyond immediate role; appreciates the political framework WBC operates within
Analysis and Judgement	Facilitates	Gathers information & facilitates sound, logical conclusions from that information, able to get the information needed without direction of manager; can articulate rationale for decisions
Interpersonal	Facilitates	Shares information; seeks to appreciate the role of other colleagues/customer role and issues; facilitates issue resolutions and does not ignore minor issues that could lead to conflict.
Customer and Community Focus	Facilitates	Ensures Customer Service standards are consistently met
Respect	Facilitates	Promotes and facilitates equality, diversity, rights and responsibilities of individuals; deals with difficult situations sensitively.

Management Behaviours	
Providing Direction	N/A
Coaching	N/A
Managing Excellence	N/A
Managing and Development Teams	N/A

Leadership Behaviours	
Positive Role Model	N/A
Leading Change	N/A
Strategic Focus	N/A