Role profile

**Children’s Services Support Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children's Services |
| **Reports to** | Children’s Services Support Officer / Deputy Business Manager |
| **Job family** | Business Administration  |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** | Y – Basic  |
| **Date**  | May 2025 |
| **JE Code** | JE1448 |

Key deliverables

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| **1** | To deliver an efficient and customer focussed service by processing and responding to incoming communication (post, phone, and emails), message taking, copying, scanning and distributing information as necessary. To communicate respectfully and effectively with service users and colleagues, establish a rapport and build respectful, honest and trusted relationships. |
| **2** | To undertake generic administrative tasks planned for the team plus elements of work delegated by the Business Managers and/or Support Officers. Ensuring tasks are completed to a consistently high-quality standard and within the agreed timescale. Ability to take on additional responsibilities under the guidance and supervision of the Deputy Business Manager and/or the Children’s Services Support Officer to encourage career development e.g., note taking at less complex internal planning meetings.  |
| **3** | Carry out required checks and references on prospective carers and record actions on the Council’s databases. Follow up any outstanding checks and references as required. To support the exchange of information between Milton Keynes City Council and other local authorities/agencies and maintain professional links. |
| **4** | To manage requests for file retrieval for Children’s Services and ensuring adherence to the Council’s information governance policy.  |
| **5** | To ensure that purchase orders and sales invoices are processed in accordance with the Council’s finance procedures including the use of the Council’s electronic finance system. Maintain supplies to facilitate the smooth running of the office. |
| **6** | Assist with Traded Services, to include job adverts, carry out reception duties if needed. To work flexibly across Children’s Services Business Support as required and undertake any other tasks to support to the Directorate as expected within the role.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Demonstrable evidence of ability to make full and effective use of Microsoft Office and other IT systems including accurate data entry. |
| **2** | NVQ level 2 in Business Administration or equivalent or able to demonstrate significant administrative experience. Fast, accurate word processing skills.Experience of using computerised financial management packages. |
| **3** | Able to communicate effectively and clearly to different audiences both verbally and in writing and able to adapt personal skills and approach to different situations. |
| **4** | Evidence of ability to prioritise workload against agreed plans, deadlines and targets. |
| **5** | Able to deal with sensitive and confidential issues involving Social Work practitioners, other colleagues at all levels, partners and external agencies, building positive relationships and networks to help get the job done. |

Job family

**Business Administration (Grade D)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the city council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

**The knowledge and skills required**

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

**Thinking, planning and communication**

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other city council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

**Areas of responsibility**

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

**Impacts and demands**

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.