Professional Support Assistants

£15,207 - £18,376 Pro Rata

Various locations

Full and part time hours

We have vacancies across the city for experienced administrators who will support a range of social work functions and practitioners including front line children's social work teams. You must be literate, numerate and accurate in your work, competent in the use of IT / data entry, able to handle sensitive and confidential appropriately and committed to excellent customer care.

This is a sensitive, changing and demanding environment so you must be able to work calmly and cooperatively with a range of colleagues and others.

You will need to be flexible as you may be asked to work at any site and with any service, depending on business needs.

Ref: A5022016J

Closing date: Friday 9 September 2016

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
People's Directorate
Job Description

Post: Professional Support Assistant  Salary/Grade: GR2
Division: Children, Young People & Families  Section: Professional Support Services

1. **Job Purpose**
   1.1 To provide efficient, effective and consistent Professional Support services that meet the needs of the business.

2. **Duties & Responsibilities**
   2.1 To provide high quality Professional Support services to internal / external customers ensuring their needs are met within the Service’s Business Agreement including switchboard/reception provision, and undertaking a range of clerical tasks.
   
   2.2 To support meetings as required by the business including the provision of note-taking as requested and the production of outputs in a timely manner.
   
   2.3 To place orders and monitor stock as appropriate.
   
   2.4 To operate and maintain administrative systems within PSS (e.g. monitoring, recording and processing of information) to ensure the delivery of the Professional Support function in a consistent and responsive manner across the business.
   
   2.5 To administer financial processes, including handling monies and dealing with queries as appropriate.
   
   2.6 To ensure that confidentiality is maintained in all areas and to ensure compliance with Data Protection Act principles.
   
   2.7 To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues appropriately as they arise.
   
   2.8 To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.
   
   2.9 To provide file / data maintenance in respect of data quality / archiving, retention and distribution of information and records as per data protection requirements.
3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Professional Support Team Leader  
Professional Support Team Manager

3.2 **Level of Supervision**

Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

N/A

5. **Special Conditions**

Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
People's Directorate
Person Specification

**Job Title:** Professional Support Assistant  
**Grade:** GR2  
**Division:** Children, Young People & Families  
**Section:** Professional Support Services

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview;

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td><strong>Experience</strong> (Relevant work and other experience)</td>
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<tr>
<td>1. Experience of providing clerical support including use of a wide range of office equipment and work processes.</td>
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<td>2. Previous telephone/reception experience in dealing with members of the public and professionals.</td>
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<td>3. Experience of dealing with a number of conflicting and changing priorities effectively to achieve business objectives.</td>
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<td>4. Experience of using IT for a range of office functions e.g. Microsoft Word / Excel / PowerPoint.</td>
<td>AF/I/T</td>
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<td><strong>Skills &amp; Ability</strong> e.g. written communication skills, dealing with the public etc.</td>
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<td>1. An ability to support meetings including the provision of note-taking and recording of actions as requested by the business.</td>
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<td>2. Ability to communicate effectively at all levels within an organisation both orally and in writing where maintaining confidentiality is paramount.</td>
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<td>3. Attention to detail with an ability to work accurately e.g. literacy and numeracy.</td>
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<td>4. Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.</td>
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<td>5. Knowledge of relevant legislation / policies and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety).</td>
<td>I/T</td>
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<td>6. An ability to work flexibly as part of a diverse team environment providing cover when needed to ensure continuity of service provision and the ability to multi-task to cover other roles within the team.</td>
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<td><strong>Training</strong></td>
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<td>Willingness to undertake ongoing continuous professional development (CPD), and participation in supervision and team meetings.</td>
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Education/Qualifications
NB: Full regard must be paid to overseas qualification

To possess or be willing to work towards a relevant customer service qualification such as ICS Communications level.

T. = Test or Exercise; C. = Certificate; P. = Presentation.

Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.