Professional Support Assistant  
£15,507 - £18,560  
Working 36.5 hours per week  
Various locations across the city

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 information 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: PE0942017

Closing Date: 2\textsuperscript{nd} April 2017

All queries to: Mark A Sirrell. 07825052079  
mark.a.sirrell@birmingham.gov.uk

“Right to work in the UK documentation will by 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”.

DBS clearance may be required for some posts.
Directorate: Adults & Communities

Post Title: Professional Support Assistant Grade: GR2

Division: Business Change

Job purpose

To provide efficient, effective and consistent Professional Support services and general office duties that meet the needs of the business.

Key responsibilities

1. To provide high quality Professional Support services to internal customers, ensuring that their needs are met within the parameters of the team's SLA(s) and customer satisfaction metrics.

2. To support meetings as required by the business, including the provision of note-taking as requested including the production of outputs in a timely manner.

3. To place orders and progress invoices using IT (e.g. Voyager) and administrative systems as required.

4. To operate and maintain IT 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.

5. To handle monies as appropriate, to prepare for banking as required, under the supervision of line manager.

6. To ensure that confidentiality is maintained in all areas and to ensure that Professional Support Officers and Assistants comply with data protection.

7. To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues to management as they arise.

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.
Supervision Required

Supervising Officer:
Professional Support Team Leader

Level of Supervision
Plan own work to ensure meeting of defined objectives

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

None
Person Specification


Posts will be subject to Application Form, Interview and Assessment Centre process

JOB TITLE: Professional Support Assistant
GRADE: GR2
DIVISION: Business Change (PSS)

Section 1 – Experience, abilities, knowledge and qualifications / training

<table>
<thead>
<tr>
<th>Experience / Knowledge (relevant work and other experience)</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Experience of filing, typing of letters and reports, maintaining confidential paperwork, processing invoices and general office duties such as taking telephone calls and taking messages</td>
<td>AF/I</td>
</tr>
<tr>
<td>2 Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team</td>
<td>AF/T/I</td>
</tr>
<tr>
<td>3 Experience of managing a number of conflicting priorities effectively to achieve business objectives.</td>
<td>I/T</td>
</tr>
<tr>
<td>4 Knowledge of relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety).</td>
<td>AF/I</td>
</tr>
</tbody>
</table>

Skills and Ability
<table>
<thead>
<tr>
<th></th>
<th>Ability to support meetings, including the provision of note-taking and recording of actions, as requested by the business.</th>
<th>AF/I</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.</td>
<td>AF/I/T</td>
</tr>
<tr>
<td>3</td>
<td>Attention to detail with an ability to maintain accurate records of work.</td>
<td>I/T</td>
</tr>
<tr>
<td>4</td>
<td>Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.</td>
<td>I/T</td>
</tr>
<tr>
<td>5</td>
<td>Competent in the use of relevant IT applications to the role (e.g. Microsoft Office, CareFirst 6, etc.)</td>
<td>I/T</td>
</tr>
<tr>
<td>6</td>
<td>An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision.</td>
<td>I/T</td>
</tr>
</tbody>
</table>

Training

Willingness to undertake ongoing continuous professional development (CPD) | AF/I |

Education/Qualifications | AF/T |
Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving the Council forward</td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
</tr>
<tr>
<td>Managing Ourselves</td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
</tr>
<tr>
<td>Working with others</td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
</tr>
<tr>
<td>Providing direction</td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence,</td>
</tr>
</tbody>
</table>
Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.