**Partnership Support Officer**

**Grade Scale 4**

**Job Description**

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| **Job Purpose** |
| To carry out a broad range of administrative duties within the Partnership Team. |
| **Major Tasks** |
| * Support the Partnership team in all aspects of the delivery of the teams work programme. * To support the delivery of the corporate projects and programmes * Administrative support to Partnership meetings including meeting arrangements, take minutes and prepare an accurate and effective record of meetings * Collate information and prepare straight forward reports * To respond appropriately to telephone and face to face enquiries and regularly monitor the Teams email inboxes * Support the update and maintenance of partnership websites |
| **Contacts & Relationships** |
| * Members, Team Leaders, Group Managers, Service Delivery Managers, Team Members and Executive Directors, Directors and their PAs on a day to day basis * TWSP Independent Chairs and Sub-Group Chairs * Statutory, Voluntary, Independent and Faith Group Partner Organisations, including Schools * External service users and members of the public |
| **Creativity** |
| * Use key information systems to support delivery of service objectives, for example * Administrative support to Partnership meetings including meeting arrangements, take minutes and prepare an accurate and effective record of meetings * Collate information and prepare straight forward reports * To respond appropriately to telephone and face to face enquiries and regularly monitor the Team’s email inboxes * To arrange to order stationery and consumables for the Team, ensuring adequate stocks * To support health and safety management * To use imagination and creative skills to identify new opportunities for working smarter across services |
| **Decisions** |
| * The post holder should be able to work under pressure and use their own initiative prioritising their work on a day-to-day basis in consultation with members of the partenrship team. * Be prepared to adapt to new situations. |
| **Management & Supervision** |
| The post-holder will have no supervisory responsibilities |
| **Supervision Received** |
| * The post-holder will receive regular supervision and support from SDM Policy & Development * The post holder will organise their own workload, seeking advice from the SDM Policy & Development Manager. |
| **Complexity** |
| * To support the delivery of partnership projects and programmes * Co-ordinate a range of meetings as directed, take minutes and undertake follow-up actions. * To author routine correspondence, compile reports and other documents as required. * To undertake financial tasks including budget monitoring, raising invoices, ensuring all payments are accounted for, GPC card purchase and account management. * Taking notes at meetings which cover complex issues, the post holder will require excellent listening skills and an ability to draw out salient information for the minutes. |
| **Resources** |
| * Use of ICT systems - Microsoft Office and specialist software. * Handling confidential and personally sensitive information, for example as part of the support provided to Local Safeguarding Practice Reviews, Safeguarding Adult Reviews and Domestic Homicide Reviews. |
| **Impact** |
| * The post-holder has a pivotal role in the delivery of the Council’s priorities through the delivery of business support. |
| **Physical Demands** |
| * The level of physical demands for the post-holder would be that expected of a typical desk-based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| **Working Environment** |
| * In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits. |
| **Emotional Context** |
| * The emotional strain or distress this role is expected to face would be limited however the post will have regular contact with information that may be upsetting. as the post-holder will support Serious Case Reviews (children), Safeguarding Adult Reviews and Domestic Homicide Reviews |
| **Other** |
| * The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. * The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. * The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * GCSE (Grade A-C) in English Language and Mathematics or equivalent. * NVQ Business Administration 3 or its equivalent in terms of a combination of relevant qualifications and experience., * Evidence of commitment to continued development both professional and personal |
| **Experience** | * Experience of working in a busy office environment. * Experience of dealing with the general public. * Using systems and databases to retain data |
| **Knowledge** | * Knowledge of client based electronic information systems. * Use of word processing systems. Ability to manage and maintain paper and computer data storage systems. * How to produce correspondence and present information * Information sharing and data protection * Equal opportunities and diversity |
| **Skills** | * Ability to communicate effectively with service users, carers, colleagues and the public, verbally and in writing. * The ability to work unsupervised, as part of a team and under pressure is essential. * Ability to demonstrate a high standard of written and verbal use of the English Language. * Ability to provide accurate and timely administrative support * Minute taking skills * Ability to meet travel requirements of the post. |
| **Personal style & behaviours** | As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. |
| **Fluency Duty** | This post has been identified as not being a customer facing role and therefore is not subject to Fluency Duty requirements. |
| **Political Restrictions\*\*** | * This post is not subject to political restrictions. |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None | x |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>