Role Profile

Part A - Grade & Structure Information

Job Family Code	**6PCS**	**Role Title**	**Multi-Agency Partnership (MAP) Officer**
Grade	PS6	**Reports to (role title)**	**Team Manager Multi-Agency Partnership**
		Directorate	**Children, Families, Learning &**
JE Band	192-227	**Service**	**Children's Service, Family Resilience**
		Team	**Surrey Children's Single Point of Access**
		Date Role Profile was created	**08/10/2026**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	MAP Officers contribute to the work of the Multi-agency Partnership team to ensure that children and families get the right response to any queries or concerns raised within an appropriate timeframe and by the right agency. They gather information and accurately load it onto databases from a range of professionals and family members. -Complete Information Requests received from multi-agency professionals and families, ensuring information is gathered, recorded and shared appropriately in line with relevant policies and procedures. -Respond to and manage telephone calls from parents, carers and professionals regarding children who are currently, or have previously been, open to the MAP team, providing appropriate information, advice and signposting where required. -Action and respond to emails received into the MAP and Early Help Hub (EHH), ensuring enquiries and requests are dealt with promptly and directed to the appropriate service or professional where necessary. -Create and maintain contacts for children on EHM/LCS, ensuring that information is accurately recorded and systems are updated in a timely manner. -Complete Early Help Hub contacts, including: Speaking directly with parents and carers to understand and clarify the concerns raised. Gathering relevant information from families and professionals. Assessing the information provided against the Continuum of Need. Making appropriate threshold decisions and ensuring these are accurately recorded. Providing appropriate advice, information and signposting to families and professionals where required. -Provide administrative and system support in relation to EHM/LCS profiles, including responding to IT-related requests, identifying issues and liaising with relevant colleagues to ensure records and profiles are maintained accurately. -Maintain a high standard of accuracy, confidentiality and data protection when handling sensitive information relating to children, young people and families. -Work collaboratively with multi-agency professionals, parents, carers and colleagues to ensure information is shared appropriately and enquiries are managed effectively. -Ensure all work is completed in accordance with relevant safeguarding procedures, information-sharing protocols, policies and professional standards.

Work Context	Surrey Children's Services aim to work alongside families, to respect families and their rights, to work with them in partnership and with their informed consent, to recognise their strengths and help them identify their needs. Our overarching duty is to promote the upbringing of children within their families, where this is compatible with the welfare of the children. The Multi-Agency Partnership Hub ensures the appropriate response is given to contacts received from practitioners and the public. The work is underpinned by the principle of improving outcomes for children and young people through: -effective screening and support, to ensure that families receive the 'Right Response' from the appropriate agency at the lowest levels of need without unnecessary delay. -to ensure that all agencies/members of the public who send in contacts get feedback and are supported in appropriately addressing the needs of children and young people. MAP Officers work in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues. They attend regular meetings along with colleagues, management and other professionals to support the aims and objectives of the service.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. Case Management • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. Planning & Organising • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. Finance/Resource Management • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. Work with others • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. People Management • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Good standard of spoken and written English • Ability to use a range of databases including LCS, EHM, with training and to input information with a high degree of accuracy • Ability to interact positively with families, professionals and colleagues from a range of agencies • Experience of working in a customer focused environment • Ability to put people at their ease and display understanding and empathy • Ability to record information accurately and relay important information to senior colleagues for decisions • Ability to prioritise work under pressure • Willingness to work across teams to cover urgent work • Good understanding of the need to safeguard confidential information, to respect the privacy of families and colleagues • Resilience to cope with sensitive and at times disturbing information or concerns that may be disclosed to the post holder in the pursuit of their duties • Ability to work to promote the Council's Equal Opportunities Policies • Satisfactory DBS clearance is required.
Role Summary	Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.
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