

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Specialist Notetaker
Grade	PS6	Reports to (role title)	Business Support Coordinator
		Directorate/School	CFL
JE Band	192-227	Service/Department	Business Support/Secretariat
		Date Role Profile was created	Jul-24

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	<p>Specialist Notetakers will provide note taking support to a variety of highly confidential meetings at a variety of locations within Surrey. They will take accurate notes, produce draft records and circulate meeting notes and correspondence in accordance with statutory and local timescales.</p> <p>Other administrative tasks essential to the smooth running of the business support function will also be undertaken, working collaboratively with team members to provide a high quality and efficient administration service which supports the Service's overall aim to improve outcomes for children.</p>
Work Context	<p>The Council's Children's Services provide a range of highly specialist services to children and young people who are vulnerable and support children and young people to reach their potential.</p> <p>Services are delivered directly to children and their families within extensive statutory frameworks. Much of the work requires close working with stakeholders (such as parents/carers, schools, health services, police, voluntary organisations).</p> <p>Meetings attended and recorded by the Specialist Notetaker are highly confidential and often emotive. They are held both online and in person at various venues across the County to facilitate the attendance of families and professionals and consequently will involve travel outside of their office base for the post holder.</p> <p>All business support workers will be a member of the wider business support community and be expected to develop and grow business support networks.</p>
Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. <p>People Management</p> <ul style="list-style-type: none"> • Guide junior staff in duties to facilitate their development and ensure routines observed. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • GCSEs to include English Language • Note taking experience (minimum 80 wpm) – notes taken directly onto laptop. • Experience or understanding of working with confidential information and the requirement to maintain confidentiality in line with statutory and service requirements. • Ability and understanding of how to manage own emotions in confrontational or distressing situations. • DBS check will be required • Full clean driving licence, car owner and able to travel extensively within Surrey. • Some physical effort may be required, and role holder may be required to visit non-office environments e.g. schools, hospital <p>Ability to provide excellent customer service and be prepared to go the extra mile in meeting people's needs</p> <p>Ability to use feedback to develop and reflect and learn from own behaviour, identifying impact of actions on others</p>

Role Summary	Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.
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