

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Request for Support Assistant
Grade	PS5	Reports to (role title)	Request for Support Supervisor
		Directorate/School	Children, Families and Learning
JE Band	161-191	Service/Department	Request for Support Team
		Date Role Profile was created	Jun-19

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	To enable the smooth running of the RFS Team by dealing with initial telephone contact from the public and partner agencies, who are making children's social care and early help enquiries, and inputting information received by email into appropriate databases.
Work Context	<p>Based in Customer Service's Contact Centre at Dakota in Brooklands, the RFS Team is part of the Children's Services Single Point of Access (C-SPA). The team receives requests for support and other enquiries from the public and partner agencies.</p> <p>The RFS Assistant will screen calls from professionals and members of the public before passing them to RFS Officers in order to identify whether the call is appropriate, and signposting callers where necessary.</p> <p>They will input electronically received information, as directed, into appropriate databases and ensure that new requests for support are processed to the appropriate team in a timely manner, and carry out general office duties as required.</p> <p>They will work collaboratively with team members to provide a high quality and efficient support to the Service's overall aim to improve outcomes for children.</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"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an 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 customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <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 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • 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 provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Ability to provide excellent customer service</p> <p>Good standard of spoken English</p> <p>Ability to input information into databases with a high level of accuracy</p> <p>Ability to positively manage challenging telephone conversations</p> <p>Understand and comply with the need for confidentiality</p> <p>Resilience to cope with sensitive, and at times disturbing, information</p> <p>Ability to work under pressure</p>
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. 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 procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They 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. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
<p>Reference Number</p>	<p>BM-2019-093</p>