

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Senior Request for Support Officer
Grade	PS7	Reports to (role title)	RFS Team Lead
		Directorate/School	Customer Services
JE Band	228-268	Service/Department	Request for Support Team, Contact Centre
		Date Role Profile was created	25.03.2026

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	To enable the smooth running of the RFS Team by managing Telephone calls from Members of Public and Professional, Screening and processing of electronically received requests to a high level of accuracy. Supporting RFS Supervisors to organise the team and manage daily operations, with a focus on performance management and driving continuous improvement. To provide robust and supportive line management to up to a small team (2-4) Request for Support Assistants, with support and guidance from Senior Colleagues and support the day to day operations within the Contact Centre RFS Team, which acts as the front door to Children's Services.
Work Context	<p>Based in Customer Service's Contact Centre at Dakota Weybridge, the Request for Support (RFS) Team is part of Children's Services' Single Point of Access (C-SPA). The team receives requests for support and enquiries from the public and partner agencies.</p> <p>The Senior Request for Support Officer will screen incoming emails, written reports, and referrals, and using operational guidance based on the agreed screening model, will assess risk and assess threshold, recommending which team the report should be directed for Statutory oversight by a Social Worker in CFLL Directorate. They will also handle telephone referrals, supporting individuals through the referral process and identifying levels of risk in line with operational guidance.</p> <p>The Senior RFS Officer will support and supervise a small team of RFS Assistants (PS5 Grade) by providing operational guidance and supporting their development, wellbeing, and performance through regular coaching and reflective practice. As this is a developmental role, they will be guided by Supervisors and Team Managers throughout, and will build skills in line management through training and coaching. They will also be familiar with HR processes and will support team members through formal procedures where required, such as probation extensions, sickness-absence monitoring, and other performance-related processes, with support from the RFS Team Lead Manager.</p> <p>They will assist the wider RFS team with operational queries, motivate team members, and contribute to the day-to-day organisation of the service, including providing supervisor cover when required. Skilled at navigating sensitive or confidential information without creating barriers to communication or team rapport. They will also contribute to quality-assurance activity through call-monitoring and the preparation of performance reports.</p> <p>Working collaboratively with team members and partners, the Senior Request for Support Officer will help deliver a high-quality, efficient service that supports Children's Services' aim of improving outcomes for children. They will represent C-SPA at partnership meetings, identify training opportunities, and invite guests to contribute to monthly team meetings.</p>

Line management responsibility if applicable	Yes- Line Management of up to 4 Request for Support Assistants
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <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. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <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"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • 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 to improve customer service. • High level 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 and improving business/ database systems/secretarial processes and systems (as appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Manages challenging and sensitive telephone conversations with resilience and professionalism</p> <p>Strong customer service skills, handling diverse, complex, and sometimes distressed enquiries</p> <p>Excellent communication skills (written, verbal, and interpersonal)</p> <p>Knowledgeable about issues affecting children and families, with experience in customer-facing and multi-agency environments</p> <p>Quick thinker with the ability to identify key issues and resolve enquiries efficiently Skilled in leading, motivating, and influencing others, including training and role-modelling positive behaviours</p> <p>Able to balance high-level supervisory confidentiality with being approachable, supportive, and relatable to the team. As well as building strong team relationships being able to uphold professional boundaries and organisational confidentiality requirements</p> <p>Reliable, flexible, and able to work under pressure while maintaining a professional image at all times</p> <p>Strong IT, information-management, and accurate data-entry skills, including familiarity with contact centre and social care systems</p> <p>Collaborative team player with a courteous, proactive, and positive approach</p>

Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
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