



POST TITLE	BUSINESS SUPPORT STATUTORY MEETING ADMINISTRATOR
DIVISION / SECTION	CUSTOMER
DEPARTMENT	RESOURCES
RESPONSIBLE TO	BUSINESS SUPPORT OFFICER
NUMBER OF POST HOLDERS	30
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The Business Support Service provides comprehensive and flexible business support across the corporate functions of the organisation and to the four localities. The Business Support Statutory Meeting Administrator will provide business support to our customers and service users with the focus being on statutory meetings which will be attended by a wide range of professionals from the organisation, partner agencies such as NHS and police as well as service users.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide a reliable business support service through a variety of formats including; telephone, face to face, email, and online.
- Work proactively to facilitate business support for statutory meetings.
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.
- Work within a team of business support staff dealing with customers' issues and service requests through provision of information, guidance, or progressing requests to wider council services.
- Use appropriate systems to process service requests or updates for wider council services.
- Work with all business support staff to support new initiatives and the strategic direction of the Council and ensuring that all customer contact services are planned in a consistent manner in accordance with the Council's strategic objectives.
- Organise statutory meetings such as Child/Adult Protection Case Conferences, Looked After and Accommodated Children's Reviews, Fostering and Adoption Panels and Sex and Violent Offenders Reviews.
- Create and update a rota of Chairs, Reviewing Officers, Panel Members and Agency Decision Makers when required.
- Write to those scheduled to attend, arranging suitable dates, in accordance with strict statutory timescales. Organise meeting rooms, waiting rooms and refreshments.
- Collate reports from Social Workers, medical practitioners, police, legal advisers, psychologists, and teachers etc. which will form part of the discussion at the meeting, and circulate agenda and other papers in advance.
- Act as first point of contact on enquiries.
- Attend and minute specialist meetings
- Undertake follow-up administration. Depending on the type of meeting, follow through with legal notifications.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- Both listening skills and the ability to use judgement to differentiate between the important issues and the minutiae of detail are essential to summarise succinctly and accurately information reported by a number of different professionals. Also to record parents' opinions, often expressed in an emotional, angry or distressed manner. The minutes must be to a standard that could be used in court if required whilst remaining accessible and understandable to non-professionals such as parents and family members.
- Require knowledge and skills in a range of business support tasks at SVQ2 (or equivalent).
- Experience of taking minutes at complex meetings with multi agency attendance.
- A detailed knowledge of relevant computer systems and an understanding of business support is required.
- Able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information to a range of internal and external customers.
- Experience of working in an office environment with a demonstrated ability to meet targets is essential.
- Ability to assist in the review and development of business processes to improve service standards.
- Work with other meeting attendees ensuring timescales are adhered to and all relevant reports and associated paper work are completed.
- Ability to develop knowledge and understanding of the services being delivered.
- Make a range of decisions relating to the provision of business support services.
- Ensure that all relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.
- The post determines the most appropriate method of dealing with customers and ensures that the enquiry is dealt with appropriately.

ENVIRONMENT

Manage own workload and work with others involved in the meetings to manage time to meet deadlines and deliver outcomes to agreed quality standards.

Physical demands and conditions will be predominantly within the range of normal office based activities. On occasion meetings will take place in a domestic setting such as within service user's or carers' own home.

All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

There is no management or supervision of staff required in the role but may be asked to stand in for colleagues as appropriate.

RESOURCES

The post will not be responsible for budgets.

The post will have shared responsibility for the security and maintenance of a range of council wide information systems and data held.

The post ensures that all data, records and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and

- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).