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**Role Profile**

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| <b>Job Title:</b>    | <b>Conference &amp; Review Support Officer</b>                 |
| <b>Location:</b>     | <b>Colindale</b>   |
| <b>Department:</b>   | <b>Workforce Development</b>                                   |
| <b>Directorate:</b>  | <b>Family Services</b>   |
| <b>Grade:</b>        | <b>I</b>   |
| <b>Salary Range:</b> | <b>£41,442 - £45,510</b>                                       |
| <b>Reports to:</b>   | <b>Head of Safeguarding, Quality and Workforce Development</b> |

**1. Job Purpose:**

- To be responsible to the Safeguarding Management Team for the provision of an effective support service, ensuring a fair and equitable work allocation and quality control system.
- To provide specialist managerial administrative support to the following processes: child protection conferences, reviews of children in care, allegations against staff, MAPPA, missing children. To ensure that administrative staff within the division meet legislative and policy requirements and local guidelines in the delivery of these work streams.
- To pro-actively contribute to a culture of monitoring audit and performance management in order to drive up standards of practice within Family Services.
- To manage a team of support staff, providing leadership, management and support. The team will be required to perform a range of tasks across the Safeguarding and Quality service.
- To implement change management systems where necessary within the Safeguarding and Quality Service.
- To manage the Safeguarding budget and resources

**2. Key accountabilities:**

- To provide the management, co-ordination, organising, attendance of multi agency meetings according to procedures set out in the London Child Protection procedures in respect to the safeguarding of vulnerable young people.
- To provide the management of the administration of the booking of Chairs for Child protection Case Conferences and Looked after reviews in line with statutory deadlines and timescales. To ensure the client database and all persons concerned are notified of the allocation of a chair.

- To provide the management of establishing/predicting shortfalls in resources and booking of agency staff as appropriate to ensure Performance Indicator deadlines and procedural guidelines according to London Child Protection Policies are met.
- Ensuring the administration of the Case Conference and Child in Care review service meets statutory requirements e.g. the provision of invitations, consultation documents, agenda's, minutes etc and that these are adapted in accordance with new legislative requirements as they arise.
- The continuous maintenance of improvements to good practice in the administration of Case Conferences and Looked after reviews as directed by the Conference and Review Team Manager and periodic review of these improvements to establish robust implementation.
- Ensuring the management of the arrangements to enter relevant and accurate data on to the client database in respect of child protection case conferences, status of children subject to Child Protection plans and Child in Care reviews. Providing specialist knowledge and skills on the holding of this data and its distribution internally and within the multi agency network.
- Audit and performance management information e.g. the ability to use business object reports excel and other database tools to extract aggregated data and analyse this for senior management, central government returns and freedom of information act requests.
- Participation in working groups as part of the management team of the Safeguarding division, working on the planning of audits and quality monitoring initiatives, taking responsibility for tasks and implementation of recommendations.
- Provision of specialist advice regarding the administration of data and record keeping in respect of children subject to child protection plans and adults who present a risk to children e.g. under the MAPPP process and ensuring that these details are kept confidential and only disclosed appropriately. Monitoring the arrangements for requests for checks on the client database by external agencies and notifying appropriate officers of issues that arise.
- Providing specialist administrative support to the allegation against staff process.
- Working in close partnership with the Safeguarding and Quality Service area management team, to highlight operational threats to good practice, propose and actively pursue solutions and assist in driving up standards across the work of the division.
- To coordinate the support team across the Safeguarding and Quality Service area, recommending and implementing changes as necessary to ensure effective support in line with service priorities.
- To establish, review and develop effective and efficient administration systems and procedures across all areas of work within the Service.
- To analyse service requirements and deliver a flexible and responsive service through the promotion of multi skilling across the Service and Safeguarding Children's Board.
- To continuously monitor the quality of work through performance management measures and other appropriate systems and take the necessary steps to introduce new and revised systems and working methods in response to changes in working practice across the Service.
- To attend and participate in regular management meetings to promote an effective support service and to attend other meetings both within and external to the Service as appropriate.

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- To promote consistency in working practices throughout the Service and ensure the most efficient use of the council's resources.
- To provide confidential administrative support as required by the Management Team in this Service.
- To be available for advice and information concerning all aspects of the Service.
- To act as the first point of contact on behalf of the Management Team and deal with complex queries in a calm and professional manner. This will involve contact from members of the public and internal/external stakeholders.

### Health and Safety Factors

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

### General

- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

## 3. Promotion of Corporate Values

To ensure that sharp customer care focus is maintained to the agreed standards according to the council's values, policies, and guidance. Our values:

**C**aring / **L**earning to Improve / **I**nclusive / **C**ollaboration

To ensure that a high level of confidentiality is maintained in all aspects of work, whilst facilitating the storing and sharing of information in line with the Data Protection Act 1998 and the Crime and Disorder Act 1998.

To ensure that the Council is appropriately represented to a high professional standard and its values upheld in public arenas.

## 4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

The post holder may be required to work outside normal office hours including evenings, weekends, and Bank Holidays.

## 5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

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| <b>Criteria</b>  | <b>Essential/Desirable</b> | <b>Assessed by:</b>   |
|--|----------------------------|-----------------------|
| <b>Professional Membership/Qualification</b>   |                            |                       |
| Educated to Level 3, A-Level or equivalent by experience.  | Essential                  | Application           |
| Office experience at a senior level.   | Essential                  | Application           |
| Must have a satisfactory enhanced DBS outcome  | Essential                  | Application           |
| <b>Experience &amp; Knowledge</b>  |                            |                       |
| Experience with supervision of Staff.  | Essential                  | Application/Interview |
| Experience of monitoring budgets.  | Essential                  | Application/Interview |
| Use of computers for record keeping, financial management and statistics.                                      | Essential                  | Application/Interview |
| Evidence of continuous professional development.   | Essential                  | Application/Interview |
| Knowledge of financial procedures.   | Essential                  | Application/Interview |
| Awareness of Health and Safety Legislation.  | Essential                  | Interview             |
| Knowledge of Data Protection Act.  | Essential                  | Interview             |
| Knowledge of legislation relating to the work of the team.   | Essential                  | Interview             |
| Understanding of and Commitment to Equal Opportunities Training.   | Essential                  | Interview             |
| Must be IT competent, including Microsoft Office Word and Excel, information management and recording systems. | Essential                  | Application/Interview |

| Skill & Ability   |           |                       |
|---|-----------|-----------------------|
| Numerate and computer literate.   | Essential | Application/Interview |
| Ability to set up and evaluate systems and procedures.  | Essential | Application/Interview |
| Ability to manage change.   | Essential | Interview             |
| Ability to motivate and manage staff.   | Essential | Interview             |
| Able to communicate effectively with colleagues and service users.  | Essential | Application/Interview |
| Ability to work as member of a team.  | Essential | Application/Interview |
| Organisational and time management skills.  | Essential | Application/Interview |
| To be able to thrive in a complex environment and demonstrate resilience.   | Essential | Application/Interview |
| Values & Behaviours   |           |                       |
| Caring  |           |                       |
| Integrity- I work with candidates and colleagues in a way that builds trust.  | Essential | Application/Interview |
| Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok   | Desirable | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt  | Essential | Application/Interview |
| Learning to Improve   |           |                       |
| Insight- I regularly rely on evidence and professional standards to support my work and decision making.  | Essential | Application/Interview |
| Agile- I am fully empowered to act within the scope of my role  | Desirable | Application/Interview |
| Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can             | Desirable | Application/Interview |
| Inclusive   |           |                       |
| Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding           | Essential | Application/Interview |
| Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others | Desirable | Application/Interview |

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|---|-----------|-----------------------|
| Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.    | Desirable | Application/Interview |
| <b>Collaborative</b>  |           |                       |
| One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others | Essential | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet  | Essential | Application/Interview |
| Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards  | Desirable | Application/Interview |