

# Hertfordshire County Council Job Outline



**JOB TITLE:** Support Officer to Social Worker (FTC)  
**GRADE:** H3:H4  
**REPORTS TO:** Senior Support Officer / Team Manager  
**TEAM:** Adoption Team  
**DEPARTMENT:** Children's Services – Specialist Services

## Purpose of the Job

The post provides business and administrative support to individuals, teams or departments as appropriate.

## Main Areas of Responsibility

Duties may involve a combination of the following tasks:

- Utilise software packages such as Microsoft Office, and preparation of letters and documentation according to local procedures and statutory/ legal requirements
- Update and manage computer databases and spreadsheets, provide reports and assist in compiling information such as statutory returns, manage and track expenditure
- Provide professional support to Senior Officers and Managers dealing with confidential and sensitive matters, answer telephone calls and provide information as a first point of contact
- Undertake a range of administrative duties such as note and minute taking, filing, faxing, scanning and photocopying and deal with all general matters including cash handling, correspondence, invoices and timesheets according to local procedures
- Manage team commitments avoiding scheduling conflicts and arrange meetings and training courses, venues, agendas
- Support Social worker with personal care tasks.
- Support social worker with home visits, attendance at meetings and Court

- Support social worker with minute taking during meetings
- Assist social worker to set up for training events and for support sessions
- Must be able to work flexibly including regular weekend and evenings

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Although there are no specific qualifications required for these roles previous experience in service delivery or a business related qualification would be beneficial.
- You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills.
- You will be self-motivated, professional and approachable providing excellent team support and best practice at all times.
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.