

Partnership Business Support Officer

West Sussex Safeguarding Children Partnership

Join us – make a difference in our communities

By providing professional and business and administrative support, you will be making a difference to the work of the West Sussex Safeguarding Children Partnership and enhancing the effectiveness of the whole team.

About the job

You will be part of a business support team which provides support to the Partnership to enable it carry out its functions. It's a challenging and rewarding role involving taking minutes at meetings, supporting the commissioning of local child safeguarding practice reviews and supporting delivery of the partnership's day to day work.

The job requires prolonged periods of concentration in order to take minutes, process documents and prepare reports and other complex documents for distribution. The role may also require travel across West Sussex locations and occasionally beyond, for which your travel expenses will be paid.

What you'll need to succeed

You will be a flexible, pragmatic, motivated and well-organised individual who can work confidently and collaboratively with senior managers from a range of multi-agency partnerships. You will need to be accurate and organised in your work, with excellent written communication skills. As you'll need to be flexible to respond to business needs, you will need good initiative to ensure the partnership is provided with excellent business support.

You will need to have high levels of personal resilience as the role will require you to read sensitive and confidential material relating to children and their families.

You'll also need strong administrative experience - particularly minute taking and organising events for large numbers of senior managers, as well as excellent communication and customer service skills.



Job details

Grade: Grade 6

Directorate Group: West Sussex Safeguarding Children Partnership

Location: Horsham

Required experience and skills

(These will be used as the shortlisting criteria)

Key Skills:

1. Ability to interpret complex information to produce high-quality meeting minutes and documentation with minimal guidance. Good literacy and numeracy skills in order to understand complex written instructions describing tasks, and to be able to check financial invoices and work on spreadsheets, including financial data.
2. Ability to support the planning of partnership meetings, presenting information clearly, concisely and accurately. Ability to organise and prioritise work, coordinate a range of activities, and manage short deadlines and conflicting priorities.
3. Ability to provide clear and concise instructions and guidance to a range of contacts, including at senior management level.
4. Good general IT skills for word processing, data processing, updating websites, creating and developing workflows and electronic presentations, and the ability to investigate and troubleshoot system-related problems and provide solutions.
5. Ability to work independently and use your initiative, whilst working closely with your manager to obtain guidance and support.
6. Ability to act with discretion, when working with confidential and sensitive information.

Qualifications and/or experience:

- Administrative experience using appropriate office systems and practices.
- Experience of working on own initiative, prioritising own workload, working to strict deadlines and co-ordinating a variety of activities.
- Experience of organising and minuting complex meetings involving a range of partners and agencies discussing sensitive information.
- Experience of dealing with a wide range of professionals at a senior level.
- Finance experience, including the ability to accurately raise and track invoices and payments - **Desirable**

Key responsibilities

Delivering a full and flexible co-ordination and administrative service to the Safeguarding Partnership to a high standard.



Job Description & Person Specification



Dealing with enquiries from different channels, including email inbox management from a range of agencies, taking ownership as required, and ensuring matters are escalated as required.

Taking high quality minutes of meetings which are often complex and very sensitive, ensuring they record how statutory obligations are met.

Excellent and proactive diary management of all partnership group meetings.

Ensuring partners are well prepared for meetings, through clear communication and by providing meeting documents in an accurate and timely way.

Managing electronic filing systems.

Report writing and drafting of correspondence.

Creating and using spreadsheets / electronic systems to track and monitor business information (including financial information).

Organising large meetings, training courses and learning events.

Undertaking administrative work related to local child safeguarding practice reviews and case reviews including accurate recording and collation of agency reports.

Undertaking information gathering on a self-directed basis, for example to draft responses to Freedom of Information requests, and tracking.

Our Values

You will promote and demonstrate the values of our organisation.

- Trust and Support
- Listen and Act Upon
- Customer Centred
- Honest and Realistic
- Genuinely Valued

You will promote and demonstrate the cultural ambition of our organisation:

"We have an inclusive and supportive culture, work in partnership and reward individual and team contribution."

JD Code: N34

Date: April 2022

