

Job Description

Position Details

Position:	Service Support Assistant
Directorate:	Children, Young People & Families
Service:	South East Wales Adoption Service (SEWAS)
Position no:	BG09497
Grade:	3
Hours of work:	22h 30m
Work style:	Agile Worker
DBS required:	Basic Disclosure
Contact:	Joanne Mirza (01495 369490)
Date:	May 2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Adoption Co-ordinator (South East Wales Adoption Service)

Responsible for: To assist and support the functions and processes of the South East Wales Adoption Service (Children's Services).

Principal Accountabilities

1. To take complex minutes at Adoption Panels and other SEWAS meetings.
2. To follow the departmental administrative procedures for Children's Services.
3. To ensure WCCIS and other information databases (including partner Local Authorities) are kept up to date, accurate and to assist in the continued development of such systems.
4. To provide advice and guidance on systems and procedures to staff.
5. To be responsible for data integrity and quality assurance of files/information for the closure of case files in line with the Audit Policy.
6. To assist in the co-ordination of training events (e.g. adopter preparation).
7. Contribute to the development and use of systems e.g. letterbox management and service user feedback.
8. To communicate with service users with tact and diplomacy at all times.
9. To provide support in collating performance information for the service.
10. To attend and participate in mandatory supervision sessions.

General Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSE's or O'Levels – Grade A-C (including English & Mathematics) or equivalent educational attainments	E	A
NVQ Level 3, or equivalent, in relevant discipline e.g.: Administration / Business & Finance / Management	D	A, I
IT Qualification e.g. ECDL; Clait; Word Processing	D	A, I
Experience		
Experience of working in a business support environment	E	A, I, PP
Experience of taking and transcribing complex minutes	E	A, I, PP
Experience of working in a performance driven setting	E	A, I, PP
Experience of working with members of the public	E	A, I, PP
Experience of business administration in a social care sector	D	A, I, PP
Knowledge / Skills		
An understanding of Council services	E	A
Extensive knowledge of information systems and Microsoft Office Suite (especially Word and Excel)	E	A, I
Good numeracy and literacy skills	E	A, I
The ability to understand business processes and compliment them against IT information systems	E	A, I
The ability to manage own workload, whilst adhering to tight timescales	E	A, I, PP
Ability to work as a Team	E	A, I, PP
Personal Attributes		
Have a customer focused approach to service delivery.	E	A, I, PP
A dynamic and enthusiastic approach to the challenge of achieving an efficient and effective business support service.	E	A, I, PP
Ability to work independently and use own initiative.	E	A, I, PP
Confident and positive attitude towards working with all stakeholders.	E	A, I, PP
Special Working Conditions / Requirements		

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	N/A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	N/A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A, I, PP
Involves line manager / colleagues in setting and meeting targets	A, I, PP
Re-organises work when necessary	A, I, PP
Sees tasks through to completion whenever possible	A, I, PP
Seeks help if workload becomes unmanageable	A, I, PP
Uses initiative to report issues that arise that impact on others	A, I, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	A, I, PP
Understands that changes are needed if things are to be improved	A, I, PP
Finds new and creative ways of doing things better	A, I, PP
Actively seeks to develop own skills and knowledge	A, I, PP
Learns from mistakes & welcomes constructive feedback	A, I, PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	A, I, PP
Is committed to providing an excellent service to all citizens of Blaenau Gwent	A, I, PP
Understands the links between own professionalism and the possible impact on the Authority's image	A, I, PP
Has a professional attitude that sets an example to colleagues	A, I, PP
Takes pride in own work and that of colleagues	A, I, PP
Is respectful, courteous and helpful at all times	A, I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	A, I, PP
Recognises potential value of others' opinions and actively seeks their contributions	A, I, PP
Asks for help when necessary	A, I, PP
Actively seeks to help others	A, I, PP
Is aware of the impact of own behaviour on others	A, I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	A, I, PP
Makes sure that people are regularly informed	A, I, PP
Uses appropriate language, gestures and tone when talking with others	A, I, PP
Checks others have understood and seeks advice when necessary	A, I, PP
Actively seeks to improve all forms of communication with others	A, I, PP
Communicates professionally by using formal channels appropriate to the situation	A, I, PP

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