



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Delivery Officer: MASH / R&A
Service	Children's Services
Team	Service Delivery
Location	Shute End and Home working
Reports to	Team Leader
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	5
Contract Type	Permanent

Main Accountabilities	
1.	Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus and emphasis in supporting the Multi Agency Safeguarding Hub
2.	Using their professional knowledge of Children's Services answer safeguarding phone-calls, process all referrals (contacts), and service requests accurately and promptly within statutory timescales. To screen whether referrals to the department are (i) eligible to receive a service or (ii) should be referred to another Council department or external agency or (iii) require no further action. In complex cases seek guidance from qualified social work staff on the appropriate action.
3.	Complete all MASH checks received by Duty and complete S47 and S17 multi agency checks.
4.	Collate, prepare and circulate meeting papers. Record and/or minute statutory meetings for example Strategy and Exploitation & Missing Risk Assessment Conference (EMRAC) meetings. Ensure all actions are recorded and follow up on actions as appropriate to support the service to meet statutory timescales.
5.	Liaise with internal and external stakeholders including parents/carers, schools and other professionals and issue high quality written correspondence in line





	with statutory requirements and internal processes. For example, preparing case notifications and closures and legal documents.
6.	Support the service to ensure all documentation and information including National Alerts are recorded on the required systems. For example, on MOSAIC, NEC DM and Capita One.
7.	Provide proficient and effective high-quality support to the service including responsibility of managing the mailboxes and responding to correspondence as appropriate.
8.	Proactively manage the team diary, arrange meetings and book appointments. To act as a focal point for the team and keep updated of all staff movements.
9.	Raise purchase orders, determine budget requirements, select supplier, and gain approvals from the budget manager. Manage cash and payment cards and ensure records are reconciled.
10.	To establish and maintain Business Support procedures.
11.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which will become known to you in the course of your work.
12.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a “buddy” to new members of staff.
13.	The postholder maybe engaged in other duties as delegated by their line manager as deemed appropriate to the grade including supporting other statutory services within the directorate.
14.	Responsible for own continuous professional development.

Person Specification	Essential	Desirable
Education/Qualifications 5 x GCSE’s equivalent or above	Yes	
Experience		Yes
Skills/Knowledge Excellent IT skills, proficient in Microsoft Office (Outlook, Teams , Word and Excel)	Yes	
Children’s Services		Yes
Local Government		Yes
High level of administrative/organisational and analytical skills.	Yes	
Record/Minute taking	Yes	





<p>Professional, attentive and at the same time have an understanding and empathy of the families' circumstances.</p>	<p>Yes</p>	
<p>Excellent written and oral communication skills with the ability to build sound relationships with officers, partners and families adapting styles to different situations.</p>	<p>Yes</p>	

<p style="text-align: center;">Purpose Details</p>	
<p style="text-align: center;">Service Purpose</p>	<p>Provision of high quality and effective services to children, young people, and families.</p> <p>Provision of effective and high-quality Safeguarding services for children and young people at risk of harm.</p> <p>Delivery of high-quality support and challenge to schools, recognising the Council's enduring responsibility to promote the best outcomes possible for its children and students.</p> <p>Assurance that the Council is effective, ambitious, and successful as a Corporate Parent to the children and young people in its care.</p> <p>Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes.</p> <p>Delivery of effective and efficient services offering good value for money</p> <p>Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member</p>
<p style="text-align: center;">Role Purpose</p>	<p>Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus and emphasis in supporting the Multi Agency Safeguarding Hub (MASH)</p> <p>Provide an excellent standard of service to children, young people, and families in their interaction with Children's Services.</p> <p>The post holder will interface directly with management and officers across the Directorate and wider Council. In addition, the postholder will interact with</p>





	members of the public, statutory and wider partner agencies including Schools, Health, and Police.
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Supervision and Relationships

Supervision Received	Supervision will be provided on a regular basis with line manager
Supervision Given	Not applicable
Contacts	The postholder will liaise with families and work with management and front-line teams and Officers across the Directorate and the wider Council. In addition, they will develop and maintain a range of contacts and working relationships with external Partners, for example Police, Health and Schools.

Resources/Budget Management

No budget responsibilities

Special Requirements

Working days are 9-5 and hybrid working with at least 2 days in the office per week.
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Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	Y - when at home
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	2 days per week is based in Shute End Council Offices on the first floor in an open plan office





Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	
None of the Above	

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS
Eligibility Tool	A basic DBS check will be required for this post, to understand and follow data sharing and confidentiality boundaries

Re-checks
n/a

Evaluation Declaration	
Date of Evaluation:	September 2024
Evaluated by:	M Beresford

