



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.

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Post Details	
Job Title	Service Delivery Officer: Homes, Care & Provision
Service	Children's Services
Team	Service Delivery
Location	Shute End
Reports to	Team Leader
Worker Style	Hybrid
Responsible for	N/A
Grade	5
Contract Type	Permanent
Post number (if known)	713048

Main Accountabilities	
1.	Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus on Residential Children's Homes and finance relating to placements.
2.	Proactively manage the team diary, arrange meetings and book appointments. Act as a focal point for the team and maintain oversight of staff movements.
3.	Provide proficient and effective high-quality support to the service including responsibility for managing the mailboxes and responding to correspondence as appropriate.
4.	Coordinate internal placement and provision meetings, including preparing papers, recording key actions and decisions, and maintaining placement finance trackers and renewal dates.
5.	Coordinate quarterly savings reports, update spreadsheets and organise transfers, liaising with The Share Foundation and Accounts Payable as appropriate.





6.	Assist with the completion of financial assessments to support adoption and Special Guardianship Order allowance decisions.
7.	Coordinate payment runs as required. 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.
8.	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.
9.	Support the service to ensure all documentation and information is recorded on the required systems, including on Mosaic and NEC DM.
10.	Using their professional knowledge of Children's Services, receive and respond to phone calls and correspondence where appropriate. Enquiries into the directorate are often sensitive and confidential in nature and are received from families and partner agencies, including NHS/healthcare, schools and the police.

Person Specification	Essential	Desirable
Education/Qualifications	5 x GCSE equivalent or above.	
Experience	High level of administrative/organisational and analytical skills with good attention to detail and accuracy to maintain accurate records on case management and document systems.	
	Experience of record and minute taking.	
	Excellent written and oral communication skills, with the ability to build effective relationships with officers, partners and families, adapting communication styles appropriately and showing professionalism, sensitivity and empathy.	
	Ability to prioritise competing demands.	
	Ability to work to statutory or service timescales.	
	Experience of working with confidential and sensitive information.	
Skills/Knowledge	Good IT skills, including Microsoft Office, with proficiency in Outlook, Word and Excel.	
		Local Government





Purpose Details

Service Purpose	Children's Services Service Delivery supports the effective operation of statutory and operational functions across the directorate, enabling frontline practitioners and managers to focus on delivering services to children, young people and families. The service provides high-quality administrative, coordination and information management support, ensuring key activity is accurately recorded on relevant systems, meetings are arranged and supported effectively, and statutory processes are progressed in line with required timescales. Working collaboratively with teams across Children's Services, the service supports timely decision-making, consistent practice, effective communication and continuous improvement in service delivery.
Role Purpose	The Homes, Care & Provision Service Delivery Officer plays a vital role in supporting key administrative, coordination and financial processes linked to Residential Children's Homes. In addition, the postholder will support effective financial oversight of placements, including maintaining accurate finance trackers, monitoring renewal dates, coordinating savings reports, supporting payment processes and liaising with relevant finance teams to ensure placement-related financial information is accurate, timely and well managed. Undertake other tasks commensurate with the grade, including supporting other statutory services within the directorate as directed, and participate in service-led training and development opportunities.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships

Supervision Received	Supervision will be provided on a regular basis by the 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 direct budget management responsibility; however, the postholder supports financial administration processes.

Special Requirements





- An Enhanced DBS check will be required for this post.
- There may be a requirement to occasionally work some evenings and weekends, to support the delivery of services as required.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	No
Working at Height	No
Exposure to Noise (>80-85dB)	No
Confined Spaces	No
Frequent Display Screen Equipment Use	Yes
Driving for Work	Occasionally
Hand Arm Vibration	No
Lone Working	No
Healthcare/Social Contact with Patients	No
Blood Borne Viruses Exposure	No
Food Handling	No
Working with Animals	No
Specialised Medical Screening	No
Night Working	No
Safety Critical Work	No

Nature of the Role	Details
Healthcare or Hospital Work	No
Working with Children (under 18)	Not directly
Working with Elderly/Vulnerable Adults	Not directly
Work Environment Details	Hybrid - Home/Office

Role Involvement	Details
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WOKINGHAM
BOROUGH COUNCIL

Working with Children	Not directly
Working with Vulnerable Adults	Not directly
Both of the Above	Not directly
Providing Care/Supervision for Children	No
Providing Care/Supervision for Vulnerable Adults	No
Both of the Above	No
None of the Above	No

Disclosure and Barring Service (DBS)		Details
DBS Requirement	DBS Enhanced	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
DBS check every 3 years.

Evaluation Declaration	
Date of Evaluation:	September 2026
Evaluated by:	HR

