

ROYAL BOROUGH OF GREENWICH JOB DESCRIPTION

DEPARTMENT: Children's Services

SERVICE: Quality Improvement

POST DESIGNATION: Social Care Strategic Lead Business Support Officer

GRADE: SO1

Purpose of Job

- Act as the principal executive support officer to allocated Strategic Leads, managing complex and sensitive workflows, competing priorities and confidential information on their behalf.
- Exercise delegated authority to manage correspondence, prioritise enquiries and resolve matters on behalf of Strategic Leads within agreed parameters.
- To act as the principal point of contact for allocated Strategic Leads, managing complex diaries, communications, priorities and administrative processes, ensuring the effective coordination of business activities and timely resolution of issues.
- To provide high-level executive support to Strategic Leads, exercising judgement and initiative to coordinate business priorities, manage sensitive information and facilitate effective decision making.
- To support the effective delivery of Children's Services priorities through the coordination of governance arrangements, information management, reporting activities, project support and service improvement initiatives.
- To work collaboratively with Social Care Business Support Hub Leaders and senior managers to support quality improvement, consistency of practice and the effective delivery of business support across Children's Services.
- To review, develop and improve administrative systems, processes and ways of working, identifying opportunities to enhance efficiency, strengthen governance arrangements and support continuous service improvement.
- To provide executive support to multiple Strategic Leads with differing priorities, responsibilities and working styles, adapting approaches to meet individual requirements whilst maintaining confidentiality, professional relationships and the appropriate management of sensitive information.

Main Duties

- I. To act as the principal executive support officer to allocated Social Care Strategic Leads, independently managing complex priorities, sensitive information, governance activities and business processes to support the effective delivery of Children's Services priorities.

2. To manage complex diaries, meetings and appointments for Strategic Leads, exercising judgement in the prioritisation and coordination of competing demands and changing priorities.
3. To support multiple Strategic Leads simultaneously, managing competing priorities, conflicting demands and sensitive information, exercising judgement and discretion to ensure confidentiality is maintained, information is appropriately managed and support is tailored to individual requirements and working practices.
4. To act as a key point of contact on behalf of Strategic Leads, handling sensitive and confidential enquiries, correspondence and communications, and ensuring appropriate action is taken.
5. To build and maintain effective working relationships with senior managers, operational services, corporate teams, partner agencies and external organisations to facilitate the achievement of service objectives.
6. To coordinate strategic boards, senior leadership meetings, workshops and events, ensuring agendas, papers, reports and supporting documentation are prepared, distributed and maintained to a high standard.
7. To attend meetings as required, accurately recording decisions, actions and outcomes, and ensuring agreed actions are monitored, progressed and reported upon.
8. To support Strategic Leads in managing governance arrangements, ensuring compliance with reporting requirements, deadlines and organisational procedures.
9. To support correspondence management, including monitoring deadlines for complaints, casework, Freedom of Information requests, member enquiries and other statutory or corporate responses.
10. To collate, maintain and analyse information required for reports, briefings, presentations, performance discussions and service planning activities.
11. To coordinate and maintain performance dashboards, reporting processes and management information systems to support monitoring of service performance, statutory compliance and improvement activity.
12. To analyse performance, complaints, inspection and service information, identifying trends, risks and emerging issues and presenting findings to support management decision making.
13. To undertake research and information gathering activities to support service reviews, inspections, improvement activity and strategic planning.
14. To assist in the production, quality assurance and presentation of reports, data, management information and performance information for senior managers and strategic forums.
15. To exercise initiative and independent judgement in managing workloads, resolving business support issues and responding to enquiries within agreed delegated authority.
16. To maintain effective administrative systems, records and information management processes, ensuring accuracy, accessibility, compliance and service efficiency.
17. To monitor actions arising from inspections, audits, complaints, quality assurance activity and service improvement plans, escalating risks, delays and concerns as appropriate.
18. To produce statistical information, reports and management information to support operational and strategic decision making.

19. To ensure information is handled, stored and shared appropriately in accordance with GDPR, information governance requirements, Council policies and service procedures.
20. To monitor budgets, expenditure, procurement activity and financial information on behalf of Strategic Leads, ensuring accurate records, reporting and compliance with Council procedures.
21. To raise purchase orders, process invoices, reconcile expenditure and undertake associated financial administration in accordance with Council financial regulations.
22. To exercise delegated authority for approved expenditure, including the administration and monitoring of corporate credit card transactions in accordance with financial procedures.
23. To arrange travel, accommodation, venues and associated logistical requirements for Strategic Leads and service activities as required.
24. To coordinate cross-service projects and improvement activities on behalf of Strategic Leads, monitoring progress, maintaining records and supporting implementation of agreed actions.
25. To identify opportunities to improve administrative systems, business processes and ways of working, contributing to service improvement, efficiency and consistency across Children's Services.
26. To support Social Care Business Support Hub Leaders in the development and maintenance of effective business support processes, systems and quality standards.
27. To maintain strict confidentiality and professionalism in dealing with highly sensitive information relating to complaints, inspections, workforce matters, safeguarding and service performance, ensuring information is shared only with appropriate parties and maintaining confidence and trust across multiple Strategic Leads and service areas.
28. To carry out all duties with a focus on excellent customer service, equality, diversity and inclusion, information governance and compliance with relevant legislation, policies and procedures.
29. To undertake such other duties as may reasonably be required, commensurate with the level and general nature of the post.
30. To undertake all duties with due regard to health and safety legislation, the Council's Equal Opportunities Policy, Customer Care Standards and Technology Agreement.