

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DIVISION: Safeguarding and Social Care

SECTION: Practice Development and Improvement Service **GRADE:** 6

POST DESIGNATION: Workforce Development Support Officer

REPORTING TO: Workforce Development Lead

Job Purpose:

- To co-ordinate the Step Up to Social Work programme and work with key stakeholders.
- To be responsible for providing administrative support to the Learning and Development Team.
- To be responsible for day to day financial management support with accuracy and ensure up to date information is maintained.

Duties of the Post:

1. To maintain personnel, financial and management information administrative systems, including sensitive information and records about students and staff.
2. Monitor expenditure and support with finance processes such as bursary payments, purchase orders, processing and raising invoices, practice education payments, recharges and provide a report for budget monitoring and grant claims as required.
3. To lead on the development of efficient and effective business support arrangements such as data collection and collation and action tracking to ensure the smooth and efficient running of the service. Contribute to the evaluation and analysis of recording and the use of information systems to inform good practice and maintain a focus on positive outcomes for service users and their families.
4. To be first point of contact (either by telephone, email or face to face) and deal sensitively with all enquires, providing the most appropriate response, including advice and guidance, identify potential problems and facilitate their

resolution, signposting to others, where appropriate, which may involve other internal and external professionals as necessary.

5. To organise, attend and minute professional meetings and board meetings, where information of a sensitive nature may be discussed, and decisions made impacting on children and young people. To lead on implementing follow up actions and distributing information within the team and our wider partnership, within defined timescales.
6. Maintain accurate, up to date records safely and confidentially in accordance with the Council's policies and procedures. This will include the collection and analysing of statistical data and reporting to managers and wider partnership.
7. Support with the co-ordination of the recruitment programme for Step Up across the South East London Partnership and contribute to workforce development strategies through participation in project and development work.
8. To develop positive working relationships with agencies and our partners, including information sharing, financial management, programme updates and resolving problems. Prepare and present detailed advice and reports in adherence with the best professional standards at internal and external meetings and other settings as required.
9. Lead on the organisation and delivery of workshops, panels and training, including programme dates and venues. To manage and update the team's forward planner.
10. To use information technology and word processing packages to prepare and distribute reports, agendas, minutes, statistics, correspondence and other documents. Manage diaries, schedule meetings including sending invitations, arranging venues and circulating papers.
11. To share regular updates on the intranet and other platforms as required
12. Undertake benchmarking evaluation of activities, involving liaison and meeting with external organisations and report findings and recommendations.

13. To place orders for goods and equipment as authorised and ensure that inventories of equipment held by the Service are maintained.
14. To adhere to policies and procedures, including statutory requirements.
15. To have due regard to the requirements of Health and Safety at work regulations.
16. To ensure that work undertaken promotes the council's Equal Opportunities Policy in relation to service delivery and staff.
17. To undertake any other duties as may be appropriate to the level and nature of the post.

ROYAL BOROUGH OF GREENWICH

PERSON SPECIFICATION

DIVISION: Safeguarding and Social Care

SECTION: Quality Improvement Service

POST DESIGNATION: Workforce Development Support Officer

GRADE: 6

Those items marked 'E' should be particularly addressed in your application

	Assessment Method A = Application Form I = Interview P= Presentation T=Test	Shortlisting Criteria Essential Desirable
EXPERIENCE/EDUCATION		
1. GCSE or equivalent English and Maths or experience of demonstrating ability at this level.	A	E

2. Experience of undertaking administrative and finance management work.	A/I	E
3. Knowledge of computer-based information system and application (e.g. Microsoft Word, Excel, etc).	A/I/T	E
4. Maintain complex information.	A/I	D
5. Preparation of correspondence and reporting to external agencies.	A	D
6. Providing information and dealing with queries from a range of people.	A/I	D
KNOWLEDGE/SKILLS/ABILITIES:		
9. Ability and to take concise and accurate notes to a high standard.	A/I	E
10. Ability to use new technology for data input and information extraction.	A	D
11. Attention to detail, be systematic in handling information and processes.	A/I	D
12 Working flexibly, able to undertake a range of tasks to meet changing priorities.	A/I	D
13. Communicate clearly when handling telephone inquiries and visitors.	A/I	D
14. Ability to work effectively with staff from a variety of different agencies.	A/I	D
SPECIAL CONDITIONS OF SERVICE:		
15. Must undertake the duties and responsibilities of the post with regard for the council's policies	A/I	E
EQUAL OPPORTUNITIES:		
1. Understanding of and commitment to the Council's equal opportunities policies and Staff Values, and ability to put into practice in the context of this post.	A/I	E

