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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| **JOB TITLE** Children’s Services-ADCS Business Support (0.5 fte) | | | | | POST NUMBER: | | |
| **REPORTS TO** (Job Title): | | | | | ADCS/Sector led Improvement (SLI) Programmet Manager | | |
| **DEPARTMENT:** Business Support | | | | | GRADE: 6 | | |
| **JE REF:** | | |  | | **JE REF:** |  | |
| **1.** | **MAIN PURPOSE OF JOB**  To provide business support to the regional Association of Directors of Children’s Services (ADCS) and the Sector led Improvement (SLI) programme. | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  | Role: Support the efficiency and effectiveness of ADCS and SLI Programme & Activity by providing a high quality business support function. | | | | | | |
|  | i | . To support the organisation of events and functions as directed by the ADCS Chair and ADCS SLI Programme Manager. | | | | | |
|  | ii | Act on own initiative to compile and distribute information for meetings & events | | | | | |
|  | iii | Attend meetings when required to take minutes and follow up on actions as appropriate. | | | | | |
|  | iv | Support the efficient running of SLI activities such as peer challenge/leadership activity/Lead Member Network | | | | | |
|  | v | Assist in the preparation of and presentation of formal written reports in response to requests from external organisations (DfE/national ADCS/LGA) | | | | | |
|  | vi | Collate and present information in response to regional surveys/research | | | | | |
|  | vii | Establish effective working relationships with managers across the Yorkshire & Humber region and the website provider to ensure that the regional SLI website is kept up to date | | | | | |
|  | viii | Communicate with senior managers across the Yorkshire & Humber region to ensure they are aware of and engaged in ADCS and SLI activity | | | | | |
|  | Ix | To participate fully in supervision and appraisals | | | | | |
| **3.** | **CREATIVITY & INNOVATION**  The work is largely regulated by the annual ADCS and SLI programmes, but will occasionally need creative skills and the use of own initiative to deal with problems which may emerge in the completion of allocated tasks. Must be able to develop and use innovative methods to progress chase and communicate solutions.  The post holder is required to effectively and creatively communicate with senior managers across the region. | | | | | | |
| **4.** | **CONTACTS & RELATIONSHIPS**   * Regular, but not necessarily daily contact with ADCS Chair and SLI Programme manager * Regular contact with senior managers in Children’s Services across the region * Extensive liaison with participants on regional leadership programmes to ensure their understanding of and engagement in learning activity * Ensure a professional approach is maintained at all times whilst representing the Yorkshire & Humber Region | | | | | | |
| **5.** | **DECISIONS – discretion & consequences**   * Uses judgement and discretion in the completion of tasks and providing advice to the managers across the region | | | | | | |
| **6.** | **RESOURCES – financial & equipment**  Normal office equipment | | | | | | |
| **7.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work Demands  * Occasional demands for urgent work in response to spikes in demand ADCS/SLI work.  Physical Demands  * Normal office environment however would need ability to undertake occasional travel to other parts of the region.  Working Conditions  * Normal office environment. * On occasions to undertake work outside of normal office hours in order to meet demands of the Yorkshire & Humber region.  Work Context  * The post holder will be working with a degree of independence and in this respect needs to be self-sufficient and able to solve problems and judge when to escalate them * The post holder will occasionally have access to confidential information. | | | | | | |
| **8.** | **KNOWLEDGE & SKILLS**   * Education to at least GCSE standard, with qualifications in ICT * An understanding and commitment to the principles of customer care and quality management in a challenging environment. * Experience of producing results to standard and deadlines * Excellent inter-personal skills at all levels. * Excellent communication skills both verbal and written. * Strong customer focus and commitment to excellent service delivery. * Excellent ICT skills including the use of standard office software packages and equipment. * Self motivated with good time management skills and the ability to organise /prioritise conflicting workloads to meet strict deadlines. * Possess a positive and enthusiastic customer focussed approach with the ability to manage conflict situations and effectively resolve issues. * Knowledge of issues relating to data protection, data security and freedom of information. | | | | | | |
| **9** | **Position of job in Organisation Structure**  ADCS SLI Programme Manager (day to day line management)  ADCS Chair  ADCS Business Support | | | | | | |