

JOB DESCRIPTION

Job Title	Business Operations Assistant -Children's Social Care		
Service	Children's Operations		
Reporting to			
Grade	15		
Evaluation ref:	AG0264	Job ref:	Family
Role Purpose			
<p>To provide proactive, accurate and well-organised administrative and financial support to area social work teams, ensuring the timely processing and validation of payments, effective use of case management systems, and high-quality support to practitioners. The role supports operational delivery by maintaining accurate financial and service records, preparing and circulating financial information to inform decision-making, and acting as a point of contact for carers, suppliers, service users and colleagues. Using initiative and sound judgement within established procedures, the postholder will resolve routine queries, identify and address data issues, and ensure compliance with Council policies, financial controls, equality, diversity and inclusion standards, and health and safety requirements.</p>			
Accountabilities			
<p>Demonstrate initiative, organising and prioritising skills in providing general administrative & finance support to the area social work teams primarily in financial areas including:</p> <ul style="list-style-type: none"> - payments to suppliers and carers - travel and hotel bookings for operational staff and service users in line with service requirements. - advice and support to Social Workers <p>Prepare and issue routine correspondence to carers, suppliers and organisations including payment queries, carer validation letters.</p> <p>Extensive validation of services to ensure payments to carers and suppliers are accurate and in line with current policies & procedures.</p> <p>Maintain a basic understanding of service activities in order to ensure work is prioritised appropriately and effectively.</p> <p>Prepare financial information for presentation/circulation as directed for example. commitment spreadsheets to inform decision making by operational managers.</p> <p>Work with accuracy to update and maintain LIFT and LCS case management systems to input, extract and amend data and information. Use knowledge and</p>			

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experience of the process / system to identify potential errors and, within established criteria, make corrections or escalate for resolution.

Use acquired knowledge and initiative to provide information and answer queries from clients, suppliers, carers, the public and staff. Within established criteria make judgements to provide responses and deal with issues as raised. Otherwise make an accurate record of query and refer to senior officers for resolution.

Support practitioners and senior officers by undertaking routine housekeeping of IT systems, manual systems and equipment in accordance with laid down procedures.

Ensure financial records are archived appropriately in line with corporate guidelines.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Working knowledge of administrative and financial processes, including payments, validation and record-keeping.	X	
Understanding of the need for accuracy, confidentiality and compliance with policies and procedures when handling financial and personal information.	X	
Awareness of the importance of prioritising work to support operational service delivery.	X	
Knowledge of equality, diversity and inclusion principles and their application in a public service environment.	X	
Knowledge of financial controls, audit requirements or public sector financial procedures.		X
Awareness of social care services and how administrative support contributes to frontline delivery.		X

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Understanding of data quality standards within case management systems.		X
Awareness of records management and archiving requirements within a local authority.		X
Experience		
Experience of providing administrative support in a busy office or service environment.	X	
Experience of handling financial information, including processing or validating payments.	X	
Experience of dealing with routine enquiries from a range of customers and colleagues.	X	
Experience of organising and prioritising workload to meet competing deadlines.	X	
Experience of supporting social work or operational teams.		X
Experience of preparing financial or performance information, such as spreadsheets or reports.		X
Experience of working with suppliers, carers or external organisations regarding payments or queries.		X
Experience of using electronic case management or financial systems.		X
Qualifications / Registrations / Certifications		
GCSEs (or equivalent) including English and Mathematics.	X	
Evidence of basic IT literacy through qualification, training or work experience.	X	
Willingness to undertake relevant training to support the role.	X	
Commitment to maintaining professional standards and continuous development.	X	
NVQ Level 2 or above (or equivalent) in Business Administration, Finance or a related subject.		X

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Training in financial administration or data protection.		X
Qualification or training related to customer service.		X
Evidence of continuing professional development in an administrative or finance role.		X
Skills		
Strong organisational skills with the ability to prioritise tasks and work accurately.	X	
Good IT skills, including the ability to input, update and extract information from databases or systems.	X	
Effective communication skills, both written and verbal, to deal confidently with a range of queries.	X	
Ability to use initiative and judgement within set procedures and escalate issues appropriately.	X	
Ability to identify errors or inconsistencies in data and take action to resolve them.		X
Confidence in using spreadsheets to prepare or present financial information.		X
Good interpersonal skills to support practitioners and work collaboratively with colleagues.		X
Ability to remain calm, professional and customer-focused when handling queries or problems.		X
Working Conditions		
Dimensions of the role		
Working Arrangements		
<i>Somerset Council's Dynamic Working Strategy will be applied to this position.</i>		
Corporate Accountabilities		
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Date: