

Lancashire County Council Combined Role Profile

Grade Profile - Grade 4 – Support Roles

Applies to **all** posts at Grade 4

Purpose To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
Scope of Work Role holders will undertake a range of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none">▪ Plan and organise straightforward tasks; or▪ Exchange varied information with members of the public; or▪ Carefully use very expensive equipment; or▪ Handle and process considerable amounts of information; or▪ Instruct, and check the work of, others; or▪ Provide general information, advice and guidance on established internal procedures.
Skills, knowledge and experience <ul style="list-style-type: none">▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job.▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable. <p>In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators <ul style="list-style-type: none">▪ Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: *(Please select from one of the prescribed generic job titles)*

Directorate: Adult Services Health and Well Being		Location:	Preston		
Establishment or team:		Business Support Services - Social Care Record Management	Post number:		
Grade:	Grade 4	Staff responsibility:	No	Essential Car user:	No

Scope of Work – appropriate for this post:

Under limited supervision assist with the provision of record management to the Social Care services within the Adult Services Health and Well Being Directorate and the Directorate Children and Young People.

Under supervision maintain, update and extract information from systems and databases.

To provide administrative support within the Business Support Service working closely with operational staff, managers and customers in a highly sensitive environment.

Accountabilities/Responsibilities – appropriate for this post:

To assist with the provision of a computerised Social Care record management service including the receipt, storage and distribution of documents.

Maintain manual and electronic records.

Handling queries regarding mis scanned items, items that cannot be located in the file and other errors that may occur.

Access and update information on management information systems.

To undertake general administrative work as required e.g. filing, record keeping, retrieval of information, photocopying and processing of outbound mail.

Indexing of complex documents including the need to interrogate both the document received and the Social Care record.

Undertake destruction and archiving of electronic and paper records in line with legislation, interrogation of the social care record will be required in the majority of cases.

Undertake relief duties in the absence of other business support services staff with the agreement of the appropriate managers.

To input and provide statistical information as required by Social Care staff.

Interpret information accurately to provide high quality administrative support to operational Social Care teams; comply with legislation and meet statutory deadlines where appropriate; and contribute to the well being of the Citizens of Lancashire.

To manage individual workloads to meet required deadlines with limited supervision.

Respond to problems without reference to line manager wherever possible.

Optimum use of ICT/Equipment to support the work of the service.

Commitment to confidentiality.

To work closely with the Social Work, Operational Administration and Minute Taking and Transcription teams in relation to the management, updating and maintenance of Service User records.

Additional Supporting Information – specific to this post:

This is a very busy team within an equally busy service providing on hand support to Social Care

teams within 2 directorates. The work has a mixture of process driven and non process driven requirements. Processes will only provide so much information and therefore active thinking is a must for any member of the team.

The team are working in a highly pressured area and have a number of extremely tight legislative deadlines as well as best practice deadlines to work within.

The role holder may at times be required to work outside of normal working hours to ensure a required piece of work is completed, therefore flexibility is paramount.

The role holder may at times be required to attend other offices as part of the record management processes, due to some historical paper files being held off site.

The role holder is part of a team that has a responsibility for ensuring the social care records that they are managing are held within the Data Protection Act legislation, and may be required to provide details in relation to access to information requests.

The role within this business team supporting Social Care requires adaptability and initiative within a specialised environment.

Role holders must be willing to work closely with colleagues within other areas of the business support service, as well as with their customers within the Adults and Childrens directorates.

Prepared by:	Johanna Jones	Date:	January 2013
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Business Support Officer	Grade: Grade 4	
Directorate: Adult Services Health and Well Being	Post number:	
Establishment or team: Business Support Services - Social Care Records Management		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
3 GCSE's including English language or equivalent academic qualification	E	AF
RSA 1, CLAIT, ECDL or relevant experience	E	AF/T
NVQ Business Administration or willingness to work towards this	D	AF
Experience		
Use of text/word processing packages	E	AF/I
Use of Microsoft Office suite products	E	AF/I
Data entry into web based information systems	E	AF/I
Clerical/Administrative experience	E	AF/I
Operating a structured filing system	D	AF/I
Using an electronic records management system	D	AF/I
Operating a production scanner	D	AF/I
Knowledge and skills		
Knowledge of relevant IT systems including outlook, word, excel and database packages	E	AF/I
Good Keyboard skills	E	AF/I
Effective Communications Skills - electronic, written and oral	E	AF/I
Ability to maintain confidentiality regarding all work related matters	E	AF/I
Ability to produce work accurately	E	AF/I
Proven ability to work as part of a team	E	AF/I
Time management skills to ensure tasks are completed within timescales	E	AF/I
Proven ability to use initiative to solve problems	E	AF/I
Proven ability to prioritise workloads to meet statutory deadlines	E	AF/I
Proven ability to maintain Filing systems both electronic and manual to meet statutory requirements	D	AF/I
Knowledge of services provided by the authority	D	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. Record Management legislation	D	AF/I
5.		

***Delete/amend as applicable**

*This is an essential car user post. However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.

Date:

January 2013

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	Business Support Services - Social Care Records Management
Post title	Business Support Officer
Description of main activities the employee will be required to undertake (or attach role profile) See above	
Form completed by: (print name) Johanna Jones	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>		Johanna Jones	
Telephone Number:	07831248706	Date:	January 2014

V1.4

10/05/2011