

Job Description

Directorate:		People	
Service Area & Section:		Integrated Domiciliary Support Service (Homecare) (HUBS)	
Unit Manager:		Business Support Manager	
Post Title:		Business Support Officer / Planner	
Job Family & Role Profile:		ABS35A	
Post No:	PE.65121-V3	Grade	5

Summary of Role	
Reporting to:	Business Support Manager
Purpose of the Post:	<ol style="list-style-type: none"> 1. To undertake in conjunction with Reablement and Long-term Senior Community Care Assistants (SCCAs), the programming of the Homecare teams work using the Social Services IT Information System. 2. To efficiently organise the work rotas of Reablement and Long-term Community Care Assistants (CCAs) to ensure that service users receive their scheduled calls in a timely manner. This will include making any necessary adjustment on a daily basis, in response to sickness and annual leave or changes in circumstances of service users. 3. To provide administrative support and to be responsible for the provision of a high quality Home Care Service within a designated area within the policies and procedures of the Council
The post holder is responsible for the following:	<ol style="list-style-type: none"> 1. Preparing documents, liaising with HR and Home Care Managers for CCA starting packs. 2. Prepare work programmes for CCAs in collaboration with Reablement/Long Term Senior CCAs. 3. Make the necessary day-to-day changes to the work programmes as informed by the Reablement / Long Term Senior CCAs. 4. Ensure that work schedules are sent to employees in a timely manner and ensure effective and efficient use of staff and other resources in order to keep costs to a minimum.

5. Inform employees and service users of any changes to the schedule in a timely manner in collaboration with the Home Care Managers and Senior CCAs.
6. To ensure effective and efficient use of resources including people and finance.
7. Maintain and update accurate records eg client files, database, DBS, medical checks, sickness records, payroll details etc.
8. To ensure that the Home Care Service operates within the agreed guidelines, policies and procedure of the Authority and the CSSIW regulatory requirements.
9. To report back to the Business Support Manager, Home Care manager and Senior CCA any difficulties or problems arising.
10. To attend training/instruction sessions to achieve a satisfactory level of competence in duties performed, as directed by the Home Care Manager or Business Support Manager.
11. To be responsible for the provision of a high quality Home Care Service within a designated area and within the policies and procedures of the Council.
12. To maintain and improve communications within the team and ensure that messages, telephone calls from service users and employees etc are acted upon or passed on to the appropriate person. Ensure that records are shared and updated in the most appropriate and efficient manner.
13. To amend, update IT system as required ensuring information is accurate and current.
14. To work with other BSO/Planners, Senior Community Care Assistants and Managers to make the most efficient use of resources.
15. To deputise in the absence of other BSO/Planners.
16. To communicate with service users, carers and colleagues in a professional and courteous manner.
17. Contribute as part of a team to the continued improvement and efficiency of the Homecare service.
18. To promote the Home Care Service by providing the support necessary to achieve high quality standards of service.
19. To ensure that all relevant information is communicated effectively to those who need to be aware of that information.
20. To provide management information when required, producing statistical data where required.

	<ol style="list-style-type: none"> 21. To maintain effective links and working relationships within the department and with its partner agencies, maintaining a professional manner at all times. 22. To undertake duties which may be allocated from time to time which are appropriate to the grade and post and which are not of a substantial ongoing nature to affect the grading of the post. 23. Monitor annual leave and sickness records, update onto Oracle, maintain appropriate paperwork and update on breaches in line with policy. 24. Maintain accurate financial records in relation to budget control, use of p-card etc 25. To be responsible for booking venues for training events and meetings, and for organising hospitality arrangements. To liaise, coordinate and record training courses. As required to arrange payments. To take minutes and distribute various minutes as required. 26. Undertake BSO duties in accordance with the issue and return and stock control of PPE, clothing and any other equipment, issue of financial transaction books. 27. To manage workload effectively.
<p>Job Working Circumstances</p> <p>The post holder will be</p>	<ol style="list-style-type: none"> 1. Office based but will be required to travel to other locations both within and outside the boundary of the City & County of Swansea. 2. Expected to have considerable PC use on a daily basis. 3. Expected to work in a flexible manner across tasks and locations across the Council

Person Specification

Directorate:		Resources	
Service Area & Section:		Integrated Domiciliary Support Service (Homecare) (HUBS)	
Unit Manager:		Business Support Manager	
Post Title:		Business Support Officer / Planner	
Job Family & Role Profile:		ABS35A	
Post No:	PE65761	Grade	5

Role Criteria No.1	Education, Qualifications & Training
Essential	<ul style="list-style-type: none"> A good standard of education. A QCF level 2 in business admin or the willingness to gain within a designated time scale
Desirable	<ul style="list-style-type: none"> Experience of working in a multi-agency environment. Have experience of clerical and administrative work within a social care setting or busy office environment. Proficient in the use of Microsoft packages Experience in customer facing environment ECDL qualification
Evidence	All certificates to be provided at interview for validation.
Role Criteria No.2	Skills /Technical / Professional Competence
Essential	Candidates must have a high level of technical competence in the areas specified in the Job Description.
Desirable	Core skills or competence in administrative functions
Evidence	Valid certification and/or registration/CPD
Role Criteria No.3	Experience
Essential	<p>An understanding of the concept of Community Based Care</p> <p>Candidates should have relevant experience of clerical and administrative work within a busy office</p>
Desirable	Candidates may have experience of working within Social Services
Evidence	At interview, then in post
Role Criteria No.4	Competencies & Abilities
Essential	<ol style="list-style-type: none"> 1. To be able to work on own initiative 2. To have good analytical skills and the ability to solve problems logically 3. To have excellent written, and verbal communications skills 4. Proven ability to work effectively as part of a team 5. Be able to multi-task a number of duties 6. Be able to write clear and concise minutes/correspondence as directed.

	<p>7. Be able to demonstrate an ability to communicate effectively both verbally and in written form</p> <p>8. Be able to demonstrate the ability to prioritise and organise a work load effectively</p> <p>9. Be able to demonstrate an ability to use IT systems including Microsoft Windows packages and databases</p> <p>10. The post holder must be trustworthy, reliable and able to respect confidentiality</p> <p>11. Be able to communicate effectively and appropriately with a wide range of people.</p>
Desirable	Experience of employee scheduling, or data entry systems.
Evidence	At interview, then in post
Role Criteria No.5	Commitment to Equal Opportunities
Essential	<p>Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.</p> <p>All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.</p>
Desirable	
Evidence	At interview, then in post
Role Criteria No.6	Current Driving Licence
Essential	<p>Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling</p>
Desirable	
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually
Role Criteria No. 7	Compulsory Requirements for Introducing Change and New Ways of Working
Essential	<p>1. Demonstrate commitment to the Council's new ways of working, providing a positive and supportive environment that initiates and enables innovative and sustainable working practices that deliver high quality services for our citizens.</p> <p>2. Embrace change through actively and flexibly participating in and adapting to new ways of working with our citizens, as agreed through formal consultation with Trades Unions and HR Policies and procedures</p>
Desirable	
Evidence	At interview, then in post
Role Criteria No. 8	Other Requirement (1)
Essential	
Desirable	<p>Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling</p>
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually

Role Criteria No. 9	Other Requirement (2)
Essential	
Desirable	Use of land line telephone
Evidence	At interview, then in post

Health Surveillance and Monitoring:	This post will require the post holder to take part in health surveillance and monitoring procedures.
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Safeguarding:	The Authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
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Welsh Language

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this.

Assessment of Posts

All posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.

Requirements for this post (See attached Welsh Language Skills Assessment)
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Understanding	Level: 1	Speaking	Level: 1
Reading	Level: 1	Writing	Level: 1
Based on the above, requirement for this post is as follows:			
Essential		Desirable	✓
To be learned		Not required	

Disclosure and Barring Service (DBS):	This post requires the postholder to have the level of DBS disclosure as indicated below:		
	Standard DBS Disclosure Application	Enhanced DBS Disclosure Application	No DBS Disclosure Application
			✓

Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.
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Sign off			
Line Manager:		Date:	
Post Holder:		Date:	

Welsh Language Skills Framework

Level 0			
No Welsh language requirement identified for the post – but all recruits should be aware of the corporate requirements of the Welsh language standards and completion of the Welsh language awareness course is advised.			
Understanding	Speaking	Reading	Writing
➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified
Level 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. Where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
Understanding	Speaking	Reading	Writing
➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the telephone ➤ Can open and close a conversation or open and close a meeting. 	➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
Level 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel in general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➤ Can hold a short conversation with an individual or exchange 	➤ Can read short message and certain letters or e-mails, e.g. Those which make a request or ask you to pass on a message	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment

	<p>relatively straightforward information</p> <ul style="list-style-type: none"> ➤ Can contribute to a meeting, but need to revert to English for specialist terms. 		
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Level 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

Level 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. In meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.

<ul style="list-style-type: none"> ➤ Can understand differences in register and dialect. 	<ul style="list-style-type: none"> ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand novels and other texts, unless written in a very formal or colloquial form. 	
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Level 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can follow all conversations and discussions with individuals or colleagues. ➤ Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> ➤ Can express yourself fully in detail, even when discussing complex issues. ➤ Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➤ Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> ➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➤ Can write formal or informal Welsh as required. ➤ Can write a range of documents accurately and with confidence.

Disclosure and Barring Service (DBS) Disclosure Checks

The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an online application form for the appropriate level of disclosure. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly.

The following information is available from the Employee Services Helpdesk, Room 323, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 636098, email employee.serviceshelpdesk@swansea.gov.uk.

- DBS's Code of Practice;
- Authority's Policy on the Security of Confidential Disclosure information;
- Information on the Rehabilitation of Offenders Act 1974

Further information about the Disclosure Scheme is available at www.homeoffice.gov.uk/agencies-public-bodies/dbs/.



Corporate Plan 2017 - 2022

Delivering a successful and sustainable Swansea

Our ambitions and commitments to residents – our well-being objectives

We have prioritised five well-being objectives. These are:

- Safeguarding people from harm
- Improving education and skills
- Transforming our economy and infrastructure
- Tackling poverty
- Transformation and future council development

Our Values

Our plans will be built on three clear values which will guide the way that we work, how we develop as an organisation and our decision making through the years ahead.

- **People Focus**
We will focus on community needs and outcomes and on improving the lives of the people who live and work in Swansea. We will also respect, value and support our employees and demonstrate the highest standards of integrity.
- **Working Together**
We will promote a whole partnership approach, working across services to maximise resources and knowledge and joining forces with others outside the Council to ensure we prioritise our resources and get the best for our communities.
- **Innovation**
We will promote and support a culture of innovation. We will think and work differently to improve our ability to deliver and to meet the financial, demographic and societal challenges we face. We will share learning across the Council, as part of our Innovation Programme.