



**Social Services Directorate**

<b>Post Title</b>	<b>Service Support Officer (SEWAS)</b>		
<b>Post Number</b>	<b>BG09501</b>	<b>Grade</b>	<b>4</b>
<b>Base</b>	<b>Home Worker</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>		<b>Disclosure</b>	<b>Yes</b>
<b>Contact</b>	<b>Jo Mirza</b>	<b>Updated</b>	<b>January 2025</b>
	<b>01495 369490</b>		
<b>Politically restricted</b>	<input checked="" type="checkbox"/> <b>No</b>	<input type="checkbox"/> <b>Yes *</b>	

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

**Principal Job Purpose**

Responsible to: Adoption Co-ordinator (South East Wales Adoption Service)

Responsible for: To assist and support the functions and processes of the South East Wales Adoption Service (Children's Services).

**Essential Personal Attributes**

Have a customer focussed approach to service delivery.

A dynamic and enthusiastic approach to the challenge of achieving an efficient and effective business support service.

Ability to work independently and use own initiative.

Confident and positive attitude towards working with all stakeholders.

## **Principal Accountabilities**

In the absence of the Adoption Co-ordinator, to oversee the work demands of the Business Support Team and ensure that this is carried out efficiently and in a timely manner.

To take complex minutes at Adoption Panel and SEWAS meetings.

To follow the departmental administrative procedures for Children's Services.

To ensure WCCIS and other information databases (including partner Local Authorities), are kept up to date, accurate and to assist in the continued development of such systems.

To provide advice and guidance on systems and procedures to staff.

To be responsible for data integrity and quality assurance of files/information for the closure of case files in line with the Audit Policy.

To provide management information, including collating and reporting performance measures and statistical data collection.

To assist in the co-ordination of training events.

Contribute to the development and use of systems e.g. letterbox management and service user feedback.

To communicate with service users with tact and diplomacy at all times.

To attend and participate in mandatory supervision sessions.

To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.

To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

The duties and responsibilities of this post may vary from time to time, without changing the general character of the duties or the level of responsibility entailed. The postholder is therefore expected to undertake such other responsibilities as may be requested, provided the general character of the duties or the level of responsibility does not change.

## Person Specification – Non Managerial

1. Qualifications/relevant experience	Assessment Method			
	Essential / Desirable	Application Form	Interview	Probationary Period
5 GCSE's or O'Levels – Grade A-C (including English & Mathematics) or equivalent educational attainments	Essential	✓		
NVQ Level 3, or equivalent, in relevant discipline e.g.: Administration / Business & Finance / Management	Desirable	✓	✓	
IT Qualification e.g. ECDL; Clait; Word Processing	Desirable	✓	✓	
<b>Other experience</b>				
Experience of working in a business support environment	Essential	✓	✓	✓
Effective supervision of staff	Essential	✓	✓	✓
Experience of working in a performance driven setting	Essential	✓	✓	✓
Experience of working with members of the public	Essential	✓	✓	✓
Experience of business administration in a social care sector	Desirable	✓	✓	✓
<b>Knowledge/Skills</b>				
An understanding of Council services	Essential	✓		
Extensive knowledge of information systems and Microsoft Office Suite (especially Word and Excel)	Essential	✓	✓	
Good numeracy and literacy skills	Essential	✓	✓	
The ability to understand business processes and compliment them against IT information systems	Essential	✓	✓	
The ability to manage own workload, whilst adhering to tight timescales	Essential	✓	✓	✓
Ability to work as a Team	Essential	✓	✓	✓

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓	✓		

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the Service</b>	Plans ahead, organises work in advance	✓	✓		✓
	Involves line manager/colleagues in setting and meeting targets	✓	✓		✓
	Re-organises work when necessary	✓	✓		✓
	Sees tasks through to completion whenever possible	✓	✓		✓
	Seeks help if workload becomes unmanageable	✓	✓		✓
	Uses initiative to report issues that arise that impact on others	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results	✓	✓		✓
	Understands that changes are needed if things are to be improved	✓	✓		✓
	Finds new and creative ways of doing things better	✓	✓		✓
	Actively seeks to develop own skills and knowledge	✓	✓		✓
	Learns from mistakes & welcomes constructive feedback	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service	✓	✓		✓
	Is committed to providing an excellent service to citizens	✓	✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image	✓	✓		✓
	Has a professional attitude that sets an example to colleagues	✓	✓		✓
	Takes pride in own work and that of colleagues	✓	✓		✓
	Is respectful, courteous and helpful at all times	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests	✓	✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions	✓	✓		✓
	Asks for help when necessary	✓	✓		✓
	Actively seeks to help others	✓	✓		✓
	Is aware of the impact of own behaviour on others	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand	✓	✓		✓
	Makes sure that people are regularly informed	✓	✓		✓
	Uses appropriate language, gestures and tone when talking with others	✓	✓		✓
	Checks others have understood and seeks advice when necessary	✓	✓		✓
	Actively seeks to improve all forms of communication with others	✓	✓		✓
	Communicates professionally by using formal channels appropriate to the situation	✓	✓		✓