

Job Description and Person Specification

Service Support Officer Youth Justice Service

A Lambeth to be proud of



Job Title: Service Support Officer (YJS)

Department: Children's Services

Division: Integrated Children's Commissioning & Youth Services

Business Unit: Youth Justice Service

Grade: SC6

Reports to: Senior Service Support Officer

Responsible for: N/A

Context

The Youth Justice Service (YJS) is a multi-disciplinary service which works with children, young people and families to address vulnerabilities, risks and factors that lead to offending behaviour. The service sits alongside the Contextual Safeguarding and Engagement Service to deliver an integrated response which supports children and young people to fulfil their potential and make positive contributions to society.

Job Purpose

To provide effective administrative, finance and information support to teams across the wider Youth Justice Service, including the Engagement Service, and to enable the efficient, accurate and comprehensive passage of information between staff and computerised systems. To use the information databases, including case management systems, efficiently and effectively and to act as local expert by supporting, training and advising staff in the use and maintenance of the system. To deliver best practice in relation to Equality, Diversity and Inclusion throughout the work.

Responsibilities

This job description is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role, such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Equality, diversity, and inclusion will be considered across the range of responsibilities.

1. To assist in the and development and administration of systems and procedures to improve the efficiency of the service, including devising and operating systems for monitoring services.
2. To process and maintain referral, service activity and service user information on appropriate systems that may be used.
3. To maintain any service filing and recording systems, including the case management system, in good order, ensuring that documents are filed accurately and in a timely fashion, including the efficient transfer and recording of paper files.

4. To undertake scanning and indexing of case notes and correspondence to the relevant information systems and to assist in assuring the accuracy of the data, and to maintain the security and back-up of local information systems.
5. To ensure compliance to all agreed procedures and standards, raise non-compliance Issues to senior management and take appropriate and timely action for their satisfactory resolution
6. To provide comprehensive administrative support, such as message taking, forms management, case file administration/storage/retrieval/destruction, and minute taking at relevant youth justice meetings.
7. To provide general office services such as post management, furniture/equipment/stationery/office supplies administration, maintaining GDPR, assist with facilities management and site maintenance, court procedure (attending as required), and transferring information between partner services and agencies
8. To assist in the coordination of team meetings and the booking of venues for events and conferences as required.
9. To ensure that financial and administrative procedures are observed at all times, including the accurate processing of purchase orders.
10. To provide reception cover and assess the correct response to contacts with staff, clients and other members of the public when dealing with telephone queries and referrals, where advice may not be readily available and the matters may be complex and/or contentious in nature, resolving issues that arise appropriately, making referrals to practitioners and other organisations where necessary, deal with queries that may not be straightforward, ensuring that information is passed on accurately to relevant parties in a timely fashion and to provide a professional response to escalated telephone queries.
11. To prioritise and manage own workload and tasks in response to frequently changing demands from practitioners, management and the public.
12. To be responsible for notifying the relevant officers of any information and changes to business processes relevant to the successful delivery of the service and to be responsible for updating team information on the Intranet and Internet.
13. To participate in service improvement projects as required.
14. Demonstrate in all aspects of the work, commitment to quality and customer service.
15. To attend, participate and positively represent the Youth Justice Service in internal and external meetings as appropriate.

16. To participate in training and make constructive use of supervision and performance review to enhance opportunities for personal development and in doing so to contribute to improvements in the service.
17. To develop good working relationships with all teams within the Department, other service groups and external partner agencies.
18. To establish operational protocols where appropriate with the partner agencies represented within or working in collaboration with the Youth Justice Service.
19. To undertake other duties that might be reasonably requested from time to time including being available for weekend cover arrangements and on occasion working evenings and weekends.
20. The post holder will participate in the Council's appraisal scheme, take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to their role and will ensure that the same process is undertaken to all line managed staff.
21. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
22. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
23. To implement the Council's Equality, Diversity and Inclusion policies and to work actively to promote inclusion and overcome discrimination on grounds of age, disability, gender, race, religion/belief, sexuality or status in the Council's service. To take responsibility appropriate to the post held for tackling racism and promoting good race, ethnic and community relations.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form. <i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			Shortlisting Criteria
Qualification	Q1	Educated to a minimum GCSE Level, NVQ or equivalent standard or evidence of continuing professional development	✓A
Key Knowledge	K1	Thorough knowledge of administrative procedures in a local government or similar environment	
	K2	Sound working knowledge of IT systems including client information systems, Oracle or any other systems as appropriate and after relevant training. In particular, the post holder will be trained to Super User Level in all client information systems	
	K3	Possesses and demonstrates thorough knowledge of the relevant operational service area	
	K4	High level of literacy and numeracy	
Relevant Experience	E1	Administrative experience relating to the setting up and maintaining of management information systems & production of statistical information	A
	E2	Experience of working in a range of Social Care or Criminal Justice based environments, working collaboratively within a team and in a customer facing/contact environment	✓A
	E3	Experience of dealing with customers in person, over the telephone and through written correspondence	✓A
Other Requirements	R1	Able to work outside normal office hours including evenings and weekends. Evening work is a core component of the post. In addition, a commitment to be able to work at weekends is essential	✓A
	R2	This post is subject to an enhanced DBS check.	

CORE VALUES AND BEHAVIOURS



- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.



- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.