



Role profile

Job Title:	Statutory Checks Records Officer
Department:	Children's Services Safeguarding & Support
Directorate:	Children and Families

Grade:	6
Post no.:	36083
Location:	Perceval House

Role reports to:	Deputy Support Manager (Business Support)
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To process Statutory Requests for background Information from Ofsted, Other Local Authorities, Independent Fostering agencies, Adoption Agencies Childminding Agencies, and overseas government agencies, locating relevant information from a variety of sources. Collate and provide the information found and provide this to the social workers to formulate a response to the agencies within statutory timeframes
- To locate and review archived records from a variety of customer records systems within children's services. To review detailed records to identify key information pertinent to the relevant statutory checks.
- Responsible for the updating of Children's services management information system, Mosaic.

- To provide an efficient and effective quality administrative support service to the Children in Care team and external agencies meeting departmental requirements ensuring the delivery of a responsive service by reacting to and meeting a range of fluctuating pressures and daily demands by adhering to strict deadlines and targets and working within Statutory timeframe

Key accountabilities

- To communicate effectively at all levels both internally and externally. Liaising as required with external service providers and agencies
- To be responsible for the receipt, general record keeping and distribution of statutory checks within pre-determined timeframes. Prioritising work as necessary to meet the deadlines of the section.
- Regular communication with manager/team leader and colleagues on work position and queries being dealt with.
- Responsible for providing support, advice, and guidance to children services staff regarding the statutory check process for enquiries from OLA & Ofsted. To highlight and identify needs and refer appropriately to training team and /or team manager.
- Responsible for the quality and accuracy of all information inputted and collected.
- Responsible for collection, compilation, and maintenance of management information systems for monthly reporting
- To process and maintain client records in line with departmental procedures.
- To consult with the Records Management and the Data Protection teams regarding access to view records by external agencies, police, and other governing bodies. Pass information onto the Data Protection team to ensure that regulatory processes are adhered to.
- To provide cover as and when required for specific tasks within other teams to support the smooth running of the service.
- To arrange for new workers to be set up on the Council's network and all necessary systems needed to effectively conduct the full remits of their duties including issuing and recovery of team equipment in line with Children's Services starters and leavers policies.
- To set up and maintain suitable filing systems, including the induction of new staff on the departmental file procedure.
- To adhere to excellent customer services standards when dealing with telephone, face-to-face and written communications. To ensure that all

communication is appropriately referred to team members and managers particularly were deemed to require immediate attention.

- To be a member of the duty rota for administrative support including the appropriate processing and distribution of incoming and outgoing correspondence. To ensure that post is allocated for action in staff absence.
- To deal with telephone callers, take accurate telephone messages, appraise, and action emergencies and duty calls. To collect visitors from Reception as needed.
- To respond and provide information required by the performance management to meet government deadlines.
- To interrogate data systems to retrieve collate complete records pertaining to individuals as when required
- To provide advice and guidance to staff regarding administrative procedures.
- To possess a strong working knowledge of Microsoft Office Packages, including Word, Excel, and Outlook. Must be able to demonstrate a good typing speed.
- To liaise with other departmental staff, council officers and other agencies on behalf of members of the public and area-based staff.
- Contributing to projects and tasks to help improve the service. Contributing to working groups as required. Attending and contributing to service team meetings.
- To ensure that purchase orders/requisitions/sundry debtor invoices are raised promptly, and the status of invoice payments are monitored so that all invoices are within Council's payment terms resolving payment queries with the Central Payments and Supplier
- To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity Policy, Health & Safety, Customer Care requirements and within all legislative, regulatory, and departmental policies.
- To maintain a stock of appropriate stationery for the section.
- To be responsible for the basic monitoring of office equipment.
- To oversee the booking of team communication and IT equipment.
- To arrange and take minutes of meetings, and distribute these, as specified by the Team Manager (Administration).
- To have due regard to Health & Safety of self, staff and members of the public visiting the office and have responsibility for bringing matters of concern to the attention of the administration manager.

General

- To promote the Council and Departmental Policies and Procedures
- To assist the Team Manager (Administration) in reviewing, modifying and implementing systems as and when required.
- To assist in the induction training of Children's Services staff, as appropriate.
- To ensure confidentiality at all times adhering to the Data Protection Act.
- To carry out any broadly similar duties as may be required from time to time.

Key performance indicators

- N/A

Key relationships (internal and external)

- To assist the Team Manager (Administration) in reviewing, modifying and implementing systems as and when required.
- To work with other area teams, service providers and partners ensuring an efficient and effective seamless service
- To cross cover for the access to records officer.
- Customer service standards are adhered to both over the telephone and face to face to all service users, partner colleagues and outside agencies.

Authority level

- N/A

Additional Requirement

- N/A

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Proven experience of working in a role which requires significant attention to detail.
2. Ability to communicate effectively and deal with enquiries from members of the public, staff, and other agencies in line with the Council's Customer Care procedures and within an Equality and Diversity framework*
3. Evidence of working within the remits of GDPR
4. Strong administrative experience in an office environment and the ability to work within tight deadlines*.
5. Experience of working as part of a team and ability to work independently. *
6. Experience of analysing information for accuracy, data quality and consistency and manipulating a database to provide information/reports*
7. Experience in working with various Microsoft Office Packages*
8. Experience in setting up, co-ordinating and servicing meetings, which may include minute-taking duties*.
9. Experience of working within policies, procedures, and legislation.
10. Ability to appreciate the need for confidentiality

Essential qualification(s) and experience

1. Intermediate Word and Excel
2. Strong administrative experience in an office environment

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards