

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- **Job Title:** Business Officer - Integrated Community Equipment Loan Service (ICELS)
- **Post Number:** P27359
- **Grade and SCP:** Grade 7, SCP 12-17
- **Directorate:** Care & Wellbeing

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

Overview of your role

You will contribute to both the Council's Vision to deliver The Shropshire Plan and the Directorate's Vision and Values Statement. You will help deliver the Executive Director's service plan objectives and the targets set in the Performance Assessment Framework.



You will work with the ICELS Operational Manager to provide a positive, proactive and innovative business service aligned to our vision and goals for adult and children's social care within the People Directorate. Considerable discretion is required to ensure confidential information is never inadvertently disclosed. Duties may change daily depending on Business & Directorate requirements.

Who will your manager be and what will you be responsible for?

- Reporting to the ICELS Operational Manager, (responsible for your health and safety, training and development)
- You will be responsible for providing essential administrative functions, handling financial tasks, and/or performing tasks related to maintaining system and data accuracy. This includes, auditing, assisting in data entry and compliance, resolving data quality issues, retrieving missing details, and inputting data timely as per local government benchmarks and legal reporting requirements
- As part of the administration service, the role also involves handling requests for information under the Freedom of Information Act (FOI) and the Data Protection Act (SAR), coordinating complaints, ensuring data quality and compliance with relevant legislation and policies for the People Directorate
- You will also need to work effectively with a wide range of internal & external colleagues and communicate clearly and professionally with them, sharing relevant information and providing support as needed. You will follow the Council's policies and procedures for data protection, confidentiality, and safeguarding
- Provide support to prepare and deliver clear, accurate, and timely responses to various enquiries or requests from internal or external stakeholders, such as complaints, MP enquiries, Information Governance/Subject access requests, customer enquiries, media enquiries, HR staff investigations etc., following Shropshire Council's corporate procedures and national/regulatory/statutory frameworks. Ensure that the responses meet the quality standards and deadlines set by Shropshire Council's published policies and/or case allocation emails and discussions
- Complete all the required training for your role and the organisation within the expected timeframe. You can find out what training you need to do during your corporate induction and in your Personal Development Plan (PDP). You can access the courses through the council's Learning Management System on the Intranet

What will you be doing?

This is an outline of the competencies, principal duties and responsibilities required for the post holder. The post holder will be required to carry out various aspects of the role



which will change from time to time to strengthen skills and experience and to meet service needs. Individual guidance will be provided through Supervision and Personal Development Planning.

- Deliver high-quality and consistent services to customers, responding to their queries, requests, complaints, issues, and incidents in a timely and professional manner. Ensure that feedback and learning from complaints are incorporated into service improvement and staff development
- Provide guidance and advice to staff and senior management, on handling FOI and SAR requests also carry out second edits and final checks within the team, prior to disclosure
- Evaluate all requests and compile necessary information, applying expert knowledge to appropriately redact or exempt details according to the Data Protection Act and Shropshire Council guidelines
- Demonstrate personal accountability for handling complex cases, which may involve giving guidance to social care professionals and engaging directly with the young person/adult or their representatives
- Provide support for a range of administrative duties, ensuring all tasks are completed accurately and on time, while maintaining effective communication with stakeholders and customers
- Oversee data entry and compliance activities of colleagues, ensuring high standards of accuracy and adherence to established procedures. Provide timely and effective support to team members, either remotely or in person, as needed
- Leverage technology to enhance workflow efficiency, track progress and generate Power BI reports for workflow monitoring. Collaborate with other teams and departments to develop and implement business improvement initiatives that simplify processes, improve systems, and foster new ways of working
- Evaluate the teams' outcomes and performance by using various tools and techniques to analyse data, compare with others, and collect feedback, and ensure compliance with statutory and contractual requirements
- Champion and communicate change effectively and ensure that everyone understands and commits to the goals and benefits of business change and organisational transformation



- Ensure that all relevant legislation, policies, procedures, and standards are adhered to and liaise with internal and external auditors as required
- Build and maintain effective relationships with senior managers, stakeholders, partners, and customers, and represent the service at meetings when required
- Support the implementation of any audit recommendations or suggestions that affect your areas of work
- Be flexible and adaptable in supporting the work of your colleagues when they are away from the service, ensuring that the quality and continuity of the service is maintained
- Collaborate with stakeholders to define project objectives, deliverables, benefits and resources related to the development of TCES ContrOCC, LAS/LCS, Portals and new IT solutions
- Produce and present reports on data and statistics to a range of stakeholders and partner organisations

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience, and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.



What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

Your primary work base will be at Guildhall with the flexibility of working from home where appropriate.

The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.

Your post is subject to the following:

- The post is Permanent for 21 hours per week,
- Normal working hours are 3 days per week to include Friday. Occasional evening work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rata for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to **one** months' notice in writing on either side.

The appointment is subject to **six** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.



What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

