

## Job title: Children's Residential Support Officer

**Department: Children and Families**

**Service: Children's Integrated Services**

**Grade: D**

### 1. Job purpose

To provide comprehensive and flexible support, including financial support, to Managers, Assistant Managers and CRSCW's within one or more children's residential homes. Establish positive relationships with the young people. Contribute to the consistency of service delivery and improving outcomes for young people.

To support the residential team to ensure that the physical, emotional, cultural, religious, educational and psychological needs of the young people accommodated are met. The CRSO is required to proactively manage their own workload and to work within the Ofsted legislative framework and departmental policies and procedures ensuring security and confidentiality of information.

### 2. Principal duties and responsibilities

1. To advise and respond to a wide range of internal and external enquiries.
2. To organise, maintain and develop a variety of council information systems.
3. To administer meetings, prepare agendas, papers and take minutes, as well as chase up subsequent actions as required.
4. To purchase goods and services the home requires, adhering to financial regulations and using established council IT systems.
5. To input and record data and monitor income generating systems, raise invoices and associated journal transfers.
7. Reconcile financial data, monitor and oversee the home or homes' internal financial system(s) including cash handling. Resolving any issues that may arise and escalating them to managers or finance colleagues if necessary.
8. Organise emergency shift cover whenever necessary. Review and approve timesheets for permanent, casual and agency workers.
9. To work on specifically designated tasks or projects and to contribute to the development of the home, Assist with identifying areas for improvement by continuous monitoring and evaluation of processes and procedure.
10. To input and record accurate sickness data and amend working patterns of staff accordingly.

- 
- 11.To effectively communicate and proactively build and develop positive relations with young people living in the home.
  - 12.To organise and arrange transport. Monitor any changes to bookings and amend accordingly.
  - 13.To support with Health and Safety issues within the home(s).

**3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**6. Numbers and grades of any staff supervised by the post holder: 0**

**7. Post holder's immediate supervisor: Service Delivery Manager**

**Prepared by/author: Matthew Woods**

**Date: December 2024**

**Job title: Head of Service Delivery**

---

**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:**

**Date:**



# Person specification

## Job title: Children's Residential Support Officer

Department: Children and Families

Service: Children's Integrated Services

Grade: D

Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>Knowledge and Technical skills</b>	Ability to work as a administrator/project administrator to a manager/team and being able to produce accurate, clear and concise information in appropriate formats including statistical data and textual reports		✓		✓	
	Ability to undertake high level office administration duties, with good knowledge and application of office workflow practices and systems.		✓		✓	
	Good understanding in the development and maintenance of systems and processes in an office environment.		✓		✓	
	As the post involves work with vulnerable young people, the post holder must be able to demonstrate tact and diplomacy and be able to maintain confidentiality.		✓		✓	
	Ability to liaise confidently and professionally with senior internal and external customers.		✓		✓	
	Proficient in use of Microsoft Office packages e.g. MS Word, Excel.		✓	✓	✓	
	Experience of organising events and travel.		✓		✓	
	Good working experience of diary management, email management, (MS Outlook) mail management, meeting management and financial management, e.g. monitoring expenditure, order processing.		✓	✓	✓	
<b>Communication and teamwork</b>	Good communication skills with ability to communicate on behalf of the team.		✓	✓	✓	
	Broad experience of communicating effectively with people at various levels via telephone, face to face and in writing		✓	✓	✓	
	Ability to work well within a team and to supervise staff as required.		✓		✓	

	Experience and understanding of working in a confidential and/or politically sensitive environment.		✓		✓	
	Have the ability to show empathy and sensitivity towards colleagues and young people at all times and be comfortable working in situations which may be emotionally challenging.					
<b>Organisational skills</b>	Good organisational skills, with the ability to efficiently manage a large and varied workload, e.g. diary, duties, delegation and assignment of tasks, organisation of meetings.		✓	✓	✓	
	Experience of working flexibly with minimum supervision, to prioritise and manage own workload.		✓		✓	
	The ability to work within a structured framework to set timescales.		✓		✓	
	Ability to plan, organise and prioritise work programmes and to achieve deadlines under pressure.		✓	✓	✓	
<b>Work to promote mutual respect and good relations</b>	Understanding of Equality and Diversity issues and commitment to working in a non-discriminatory manner, in support of corporate policy.		✓		✓	
<b>Flexibility</b>	Willingness to undertake training and development to enhance service delivery.				✓	
	Willingness to work outside 'normal' office hours.				✓	
<b>Work Related Circumstances</b>	Willingness to comply with the City Council's non-smoking policy.				✓	
	An enhanced DBS is required for post					

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

**Prepared by/author: Matthew Woods**

**Date: December 2024**

