

ESSEX CRC

JOB DESCRIPTION

Post Title:	<i>Service Support Co-ordinator</i>
Location:	The Hub
Grade:	Band 3
Hours:	37 Hours per week
Responsible to:	Manager - Service Delivery
Liaison with:	CRC staff Other CRC Trusts/ Areas Home Office Courts External agencies and contractors as appropriate

Main Purpose of Job:

To support and assist the Manager – Service Delivery to meet commitments to the local, functional and area management teams to ensure effective Service delivery.

MAIN DUTIES AND RESPONSIBILITIES

1. To assist and direct staff in planning and prioritising activities in order to meet specific requirements and to supervise the completion of tasks within The Hub to ensure they are conducted efficiently and effectively.
2. Contribute to staff effectiveness by undertaking new staff induction, and providing ongoing support and re-fresher training for all existing staff.
3. To monitor delegated budgets and to assist with producing costing proposals and analysis in accordance with financial regulations.
4. Assist the M-SD to plan and prioritise resources to achieve best value and effective service delivery.
5. To contribute to the development of policies and practice guidance development to ensure compliance with local and National Standards, Essex CRC policies and other legislative requirements.
6. To undertake specific SSO duties as and when required

7. To monitor and analyse performance data to ensure integrity and to produce internal/external reports and returns as and when required.
8. Responsible for ensuring that all staff ensure the safeguarding of children in all their contact with offenders.
9. Contribute to the management of local office health & safety and risk assessment processes, including implementation and review processes.
10. Contribute to accident and incident investigations, make recommendations for improvements, monitor and ensure implementation of agreed action points.
11. Use Information Technology appropriately.
12. Use Office Equipment where necessary e.g. Copier and Fax
13. Attend regular local office team meetings
14. Participate in the supervision and appraisal processes with the line manager and in on-going training and development events in order to develop personal practice and skills.
15. Ensure that all activities are conducted in an anti discriminatory way in accordance with equal opportunities.

KEY FUNCTIONS AND COMPETENCES

Mandatory core units

VQ UNITS

- AA1 Promote equality and value diversity
AE1 Maintain and develop your own knowledge, skills and competence

1. UNIT 301. (Level 3)

- **Carry out your responsibilities at work.**

2. **UNIT 302. (Level 3)**
- **Work within your business environment.**

Optional Units Group A

3. **UNIT 110. (Level 1)**
- **Ensure your own actions reduce risks to health and safety.**
4. **UNIT 204. (Level 2)**
- **Manage diary systems (IT User)**
5. **UNIT 213. (Level 2)**
- **Use IT to exchange information (IT User)**
6. **UNIT 218. (Level 2)**
- **Use specialist or bespoke software (IT User)**

Group B (Level 3)

7. **UNIT 303. (Level 3)**
- **Supervise an office facility.**
8. **UNIT 308. (Level 3)**
- **Monitor information systems.**
9. **UNIT 311. (Level 3)**
- **Plan, organise and support meetings.**
10. **UNIT 314. (Level 3)**
- **Use word processing software (IT User).**
11. **UNIT 315. (Level 3)**
- **Use spreadsheet software. (IT User).**

12. UNIT 320. (Level 3)

- **Develop productive working relationships with colleagues and stakeholders (MSC)**