



Role Profile

AREA SUPPORT TEAM CLERK

Reference No.	I601.01	Type	Individual
Service	Democratic Services		
Job Family	Para Professional 5	Grade	FC7

Purpose

To provide policy advice and administrative support to the Area Convener and Area Support Team (AST) in their support of the Children's Panel in Fife and act as the central point of contact for the AST and Children's Panel members.

To ensure systems are in place to manage the Children's Panel at a local level and for maintaining panel members' records and contact details, within data protection requirements.

To contribute to high quality, customer focussed service delivery for both the customer and the Council.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading the support for the Children's Panel in Fife, ensuring that the Area Convener, AST members and Panel members are effectively supported.	Educated to SCQF level 7 which includes an HNC or Advanced Highers or equivalent considerable experience in a relevant role. Knowledge of the Children's Hearings Scotland (CHS) vision, mission, values, the role of panel members and what's needed to support them in their work.	✓ ✓	

E = Essential Criteria D = Desirable Criteria

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Providing policy and strategic advice to the Area Convener and AST liaising with CHS and Council officials when required.	Experience of interpreting policies and procedures.	✓	
Liaising with and developing positive working relationships with all key local partners including AST members, volunteer panel members, staff from CHS, Scottish Children’s Reporter Administration (SCRA), local authority and relevant training providers.	Excellent written and oral communication skills. Experience of working with volunteers.	✓	✓
Attending relevant local meetings, seminars and national representative groups for CHS as required, some of which will be evenings or weekends and provide procedural advice in relation to CHS policy.	Ability to provide a regular and effective service, with occasional evening and weekend work required. (Deliver Results – See How We Work Matters Framework) Have an adaptable and flexible approach to work. Networking experience	✓	✓
Ensuring all appropriate arrangements are made for AST and sub-committee meetings including organising accommodation, producing agendas, minutes, reports, provision of advice and recording all relevant points and decisions.	Experience of servicing boards or committees. Pay excellent attention to detail and accuracy in the preparation of written work.	✓	✓
Delivering a comprehensive and efficient recruitment and selection process for potential Children’s Panel and AST volunteer members (and subsequent re-appointments) in line with relevant legislation and procedures. This will include preparing local publicity, arranging information events and organising interviews. Ensuring that the relevant PVG checks with Disclosure Scotland have been undertaken for all Fife volunteers in the Children’s Hearing system.	Organisational skills and experience of working under pressure.	✓	
Managing the rotas for hearings, including emergency hearings and ensuring that sufficient support is in place so that hearings take place with the required representation.	Work with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands (Take Ownership)	✓	

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	Problem Solving skills	✓	
Ensuring arrangements are in place for practice observation of panel members by panel practice advisors.			
Ensuring arrangements are in place for payment of expenses to volunteer members.			
Investigating and responding to enquiries and correspondence relating to the Children's Panel ensuring that responses are accurate, consistent and in accordance with Council process and CHS policy.	Experience of analysing issues and producing or presenting a variety of reports and minutes. Understanding and awareness of good customer engagement and customer care (Focus on Customers)	✓ ✓	
Preparing responses to formal consultations or reports to the National Convener of CHS, in conjunction with the Area Convener or Deputy Area Convener.	IT skills including a knowledge of data management, data analysis and reporting from external systems (Embrace Technology and Information)	✓	
Taking responsibility for delivery of the Council's obligation under the partnership agreement between Fife Council and CHS by providing support for Children's Panel in Fife, in collaboration with Business Support staff.	Experience of prioritising workloads and managing time. Team Working skills (Work Together)	✓ ✓	
Working closely with the Area Convener to improve and develop processes, as appropriate, to ensure adequate support.	Experience of taking responsibility for specific areas of work and ensuring continuous improvement.	✓	
Handling sensitive and personal information in line with appropriate policies and confidentiality guidelines.	Ability to adhere to strict confidentiality in line with relevant legislation e.g. General Data Protection Regulations (GDPR) and Freedom of Information (FOI)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input checked="" type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results