

Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Children's Services – Family Network Support
Range	MPR 3
Reports to	Kinship Project Officer

Main purpose of the job:

To provide a high quality, effective and efficient business, administrative and financial support service for the delivery of **Family Network Support Packages (FNSPs)**, ensuring that children and young people can safely remain within their family and friendship networks wherever possible.

The post holder will coordinate all administrative and financial processes associated with Family Network Support Packages, acting as the central point of contact between social workers, managers, family network carers, panel members, internal services and external providers. This includes screening referrals, coordinating panels, managing agendas, recording decisions and minutes, processing financial arrangements, ordering agreed support, maintaining accurate records and providing performance information to senior leaders.

The post holder will promote the One Medway Council Plan and demonstrate the Council's values and behaviours in all interactions with stakeholders.

About Family Network Support Packages

Family Network Support Packages are tailored packages of practical, financial and emotional support designed to help children remain living safely within their wider family or friendship network, rather than entering care or experiencing placement breakdown.

Support may include the provision of essential household items, furniture, equipment, respite support, childcare assistance, transport arrangements, therapeutic interventions or other services identified through assessment. The packages are designed to strengthen family-led care arrangements, reduce barriers facing kinship and connected carers, improve stability for children and promote positive outcomes.

By providing timely and targeted support to family networks, Medway Council aims to ensure children can maintain important family relationships, experience greater stability and achieve permanence within their family network wherever it is safe and appropriate to do so.

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Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Family Network Support Package Administration

Provide comprehensive administrative and business support for the Family Network Support Package process, ensuring referrals, decisions and support arrangements are managed efficiently and in line with agreed timescales, resulting in timely support for children and families.

Screen and quality assure Family Network Support Package referrals prior to panel consideration, ensuring all required documentation, assessments and supporting information are present and complete, resulting in effective decision-making and reduced delays.

Maintain accurate, confidential and up-to-date records of referrals, panel decisions, expenditure, support arrangements and outcomes in line with statutory requirements, ensuring records are inspection-ready and compliant with data protection legislation.

Act as the first point of contact for social workers, managers, family network carers and partner agencies regarding Family Network Support Packages, ensuring enquiries are managed professionally and resolved promptly.

Panel Coordination and Governance

Coordinate Family Network Support Package Panels, including scheduling meetings, preparing agendas, distributing papers, collating reports and ensuring panel members have access to all relevant documentation within agreed timescales.

Attend Family Network Support Package Panels, accurately record discussions, recommendations, decisions and actions, and distribute minutes within agreed timescales, ensuring clear audit trails and accountability.

Track panel decisions and agreed actions, ensuring implementation is monitored and outstanding actions are followed up with relevant staff and managers.

Support quality assurance and governance processes by producing reports and maintaining oversight of package activity, expenditure and outcomes.

Financial Administration

Process purchase orders, invoices, payments and financial transactions relating to approved Family Network Support Packages, ensuring spending is accurately recorded and monitored.

Order goods, services and support arrangements approved by panel, liaising with suppliers and internal procurement processes to ensure timely delivery of agreed support.

Maintain accurate financial records and monitoring information relating to package expenditure, ensuring compliance with Council financial procedures and value for money principles.

Monitor approved budgets and expenditure levels, escalating concerns or variances to managers as appropriate.

Performance, Data and Reporting

Produce accurate management information, reports and performance data regarding referrals, panel activity, expenditure, outcomes and service performance.

Provide regular updates and intelligence to senior managers to support service planning, decision-making and monitoring of Family Network Support Package effectiveness.

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Support audits, inspections and quality assurance activity by providing accurate information, reports and administrative support.

Review administrative processes and identify opportunities for continuous improvement, contributing to efficient and effective service delivery.

General Duties

At the discretion of the Head of Service, undertake such other duties and responsibilities as may from time to time be required, consistent with the nature and grading of the post.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Business Support Team Leader.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

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Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

Qualifications

Level A

- A minimum of 5 GCSEs including English and Maths (Grades 4-9) or equivalent.
- Willingness to work towards a Level 3 qualification in Business Administration or equivalent.
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Level B (in addition to level A criteria)

- Working towards a Level 3 qualification in Business Administration or equivalent.

Level C (in addition to levels A and B)

- Level 3 qualification in Business Administration or equivalent.
- Evidence of continuous professional development.

Knowledge

Level A

- < Knowledge of GDPR and information governance requirements.
- Understanding of safeguarding responsibilities relating to children and vulnerable adults.
- Knowledge of administrative systems and business support processes.
- Understanding of financial administration procedures.

Level B (in addition to level A criteria)

- Understanding of equality, diversity and inclusion.
- Knowledge of Children's Services processes and procedures.
- Understanding of kinship care, family network support and permanence planning.

Level C (in addition to levels A and B)

- Detailed understanding of information governance, records management and data protection requirements.
- Knowledge of financial monitoring and reporting processes.
- Understanding of performance management and service reporting.

Experience

Level A

- Experience providing administrative and business support services.
- Experience maintaining accurate electronic records and databases.
- Experience of complex minute-taking and action tracking.
- Experience organising meetings, panels or governance forums.

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- Experience processing financial transactions, purchase orders or invoices.

Level B (in addition to level A criteria)

- Experience working with confidential and sensitive information.
- Experience supporting projects or service developments.
- Experience liaising with multiple stakeholders and agencies.

Level C (in addition to levels A and B)

- Experience producing management information and performance reports.
- Experience using specialist IT systems and financial management systems.
- Experience monitoring budgets and expenditure.
- Experience supporting governance and quality assurance processes within Children's Services.

Skills

Level A

- Ability to use Microsoft Word, Excel, Outlook and Teams effectively.
- Excellent organisation and prioritisation skills.
- Strong attention to detail and accuracy.
- Ability to organise meetings, coordinate agendas and manage competing deadlines.
- Ability to maintain confidentiality at all times.
- Effective written and verbal communication skills.
- Ability to produce accurate minutes and formal records of decision.
- Ability to input and analyse data accurately.
- Good time management skills.

Level B (in addition to level A criteria)

- Ability to communicate effectively with a range of audiences.
- Ability to manage a high-volume workload and competing priorities.
- Ability to explain processes and procedures clearly to colleagues and stakeholders.
- Strong problem-solving and organisational skills.

Level C (in addition to levels A and B)

- Ability to use judgment and initiative to identify solutions and improve processes.
- Ability to produce and present meaningful management information.
- Ability to build effective working relationships with senior managers and partners.
- Ability to model professionalism and support high standards of service delivery.

This role plays a critical part in ensuring Family Network Support Packages are delivered efficiently, transparently and effectively, helping children remain safely within their family networks and supporting Medway Council's commitment to family-led care and permanence.