


Profile Title:	Information Support Officer	 BARNSLEY Metropolitan Borough Council				
Reports to:	Team Leader					
Employee Management:	None	Grade:	3	Profile Ref:	52909	
Purpose of the Post						
To support the team in delivering a professional and comprehensive customer focussed service to the public and other stakeholders. This will include supporting staff in in assessing client's needs and ensuring that appropriate signposting and referrals are undertaken. There will be a need to build relationships and work in partnership with a wide range of clients, external and internal agencies and wider stakeholders.						
Responsibilities						
<ul style="list-style-type: none">• To provide an accurate and knowledgeable advice service to customers accessing the service thorough a wide range of channels including face to face, assisted self-serve, web chat, telephone and social media. etc.• To book appointments, arrange visits and complete referral forms as appropriate to meet the support needs of the clients.• To liaise with officers and other stakeholders to ensure accurate information is available to facilitate assessments and where appropriate placements and support provision.• To support the collection and processing of performance and monitoring data, promoting quality practice and service delivery, ensuring continuous improvement.• To support the updating and development of the appropriate Council web pages, to ensure the information is current, relevant and accessible.• Liaise, negotiate, and collaborate with internal and external stakeholders including managers, employees, councillors, members of the public and partnership agencies• Develop and maintain knowledge of local and national regulations, policies and procedures which have implications for service delivery, to satisfy internal and external demands.• Contribute to the development of service strategies, polices and plans.• To support officers set up and maintain accurate case records both clerical and electronic. Including the use of various case management systems, databases and other recording and monitoring systems.• Ensuring income maximisation and budget management through appropriate support and signposting.• Undertake any other duties commensurate with the role as requested by management.						
Education and Training					Measure	Rank
<ul style="list-style-type: none">• 4 G.C.S.E's including maths and English at grade C or above or equivalent.• NVQ level 3 or equivalent					A/C	E
					A/C	D

Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Experience of working in a customer focused environment and dealing with vulnerable clients who may be in crisis/distress. 	A/I	E
<ul style="list-style-type: none"> Experience of providing professional advice and guidance to members of the public and a range of other stakeholders. 	A/I	E
<ul style="list-style-type: none"> Experience of working with sensitive and highly confidential information 	A/I	E
<ul style="list-style-type: none"> Previous experience of working within a partnership environment or with other agencies. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Knowledge of local and national strategies, policies and legislation relevant to the area of work. 	A/I	E
<ul style="list-style-type: none"> Working knowledge of Microsoft applications. 	A/I	E
<ul style="list-style-type: none"> Knowledge of the pressures facing local government and local communities 	A/I	E
<ul style="list-style-type: none"> Knowledge of the support needs of vulnerable people and what support is available. 	A/I	E
<ul style="list-style-type: none"> General awareness of the welfare benefits and homeless system 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders including members of the public. 	A/I	E
<ul style="list-style-type: none"> Ability to identify basic problems and diagnose the correct advice required or referral /signposting to other agencies 	A/I	E
<ul style="list-style-type: none"> Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. 	A/I	E
<ul style="list-style-type: none"> Ability to establish and build effective partnerships with a range of organisations both statutory and voluntary and community groups. 	A/I	E
<ul style="list-style-type: none"> Ability to empathise with a range of customers in a fair and sensitive manner. 	A/I	E
<ul style="list-style-type: none"> Ability to handle and process manual and computerised information, ensuring accuracy of processing and safeguarding of confidential information. 	A/I	E
<ul style="list-style-type: none"> Excellent administration and organisational skills, to ensure that referrals and placements are efficiently and effectively managed. 	A/I	E
<ul style="list-style-type: none"> Excellent interview, mediation, listening and negotiation skills both face to face and over the phone. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> Able to undertake any travel in connection with the post. 	A/I	E