



## Job Description

### Enquiry Officer A & F Recruitment

Job Details	
<b>Grade</b>	<b>GR3</b>
<b>Number of Posts</b>	
<b>Department</b>	<b>Adoption &amp; Fostering</b>
<b>Reporting to</b>	<b>Senior Practitioner Recruitment</b>

Who Are We?
<p>We are Birmingham Children's Trust.</p> <p>'Working Together to make Birmingham the greatest city to grow up in.'</p> <p>The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.</p> <p>Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.</p> <p>Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.</p> <p><b>Our Vision:</b></p> <p>Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.</p> <p>We will do this:</p> <ul style="list-style-type: none"><li>• with compassion and with care.</li><li>• through positive relationships, building on strengths.</li><li>• in collaboration with children, young people, families and partners.</li><li>• by listening, involving and including.</li><li>• in ways that are efficient and deliver value for money.</li></ul> <p>Success will mean significant progress towards these outcomes:</p> <ul style="list-style-type: none"><li>• healthy, happy, resilient children living in families.</li><li>• families able to make positive changes.</li></ul>



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

**Our Values:**

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

**Key Responsibilities**

- To receive all new requests as the first point of contact for all prospective foster carers and adopters. Use relevant telephony systems online, mail and email systems to interact with enquirers and provide a responsive service.
- Maximise time and resources to promote the Trust brand as an Independent Fostering Agency and Voluntary Adoption Agency.
- To work with fostering and adoption social workers and the managers to process fostering and adoption enquiries and record high quality factual information in relation to the enquirer.
- To provide consistent, confident, and exemplary customer service experience to all carer enquiries.
- To provide high quality information and advice to the enquirer.
- To receive all telephone, email, online and face to face enquiries and identify which meet service priorities in a polite and helpful manner.
- To provide advice to enquirers over the phone, following a telephone enquiry, and in writing where appropriate.
- To record factual information in relation to enquirers making full use of Children's Social Care's record management system Eclipse.
- To maintain up-to-date records, ensuring accuracy in respect of the Eclipse record management system.
- To liaise with enquirers as required, including face to face and delivering presentations to staff and the public.



<ul style="list-style-type: none"> <li>To ensure enquirers are advised with regard to the outcome of their enquiry.</li> </ul>
<ul style="list-style-type: none"> <li>To use effective communication skills to enable enquirers to explain their understanding of fostering and adoption and provide them with information about any support they require.</li> </ul>
<ul style="list-style-type: none"> <li>To re-direct inappropriate requests for service in a sensitive and respectful manner.</li> </ul>
<ul style="list-style-type: none"> <li>To identify any referral requiring further assessment and bring it to the manager's attention.</li> </ul>
<ul style="list-style-type: none"> <li>Provide simple solutions and refer to other organisations/agencies when appropriate.</li> </ul>
<ul style="list-style-type: none"> <li>To assume a high degree of personal responsibility for professional development to leverage ongoing developments to further improve the effectiveness of the carer recruitment strategy.</li> </ul>
<ul style="list-style-type: none"> <li>If business issues arise that prevent timely follow up, to take personal responsibility for telephoning the applicant to keep him/her updated.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure all information is current, accurate and portrays the Trust fostering and adoption service in a positive light.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure the Refer-A-Friend/Fostering Friendly Employer schemes are effectively communicated.</li> </ul>
<ul style="list-style-type: none"> <li>To work flexibly and productively and to undertake other duties and responsibilities as may from time to time be required.</li> </ul>
<ul style="list-style-type: none"> <li>The role will require some flexible working hours to support activities that sometimes occur outside of normal working hours.</li> </ul>
<ul style="list-style-type: none"> <li>Must hold a full driving license and have the use of a car for work</li> </ul>

Key Information				
Is a Safeguarding Check needed?		<b>Children</b>	<b>Adults</b>	<b>Children and Adults</b>
	Basic			
	Enhanced	x		
Will this position have Line Manager Responsibility?	Dropdown Options: <input type="text" value="No"/>			



## Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	I	Willingness to undertake relevant training in order to comply with the requirements of the post
Training	AF	Willingness to undertake on-going continuous professional development (CPD), participate in supervision and team meetings.
Experience	AF/I	Experience of working in a role where children's social care, family support or early help is an element
Experience	AF/I/E	Experience of handling information and accurate data input
Experience	AF/I	Experience of communicating with professionals and members of the public by telephone, face to face and in writing
Skills	E	Demonstrates accurate and speedy computer data inputting skills
Skills	AF/I	Ability to confidently fact find during incoming carer enquiries, and to do so in a natural, not scripted manner.
Skills	AF/IE	Ability to work a part of a team showing flexibility in duties undertaken

Skills	AF/I/E	Take responsibility for organising and managing own workload and meeting performance targets in a fast paced environment
Skills	AF/I/E	Demonstrates excellent verbal, written and customer service skills and has the ability to read and comprehend written materials/instructions easily
Skills	I	Knowledge or an understanding of Safeguarding
Skills	I	Motivated with a positive outlook, solution focused and innovative with lots of ideas and enthusiasm.
Skills	I	Flexible working to meet time demand and recruitment activity within the service.
Skills	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016.</b>

**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**

