

Job Profile

Job Title: Safeguarding and Statutory Minute Taker

Job Grade: Level 2 Zone 2

Salary Range: £32,228 - £34,565

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

To provide a professional, proactive, flexible and customer focussed minute taking service to the organisation. Enable services to meet their strategic objectives and legal obligations by providing support to safeguarding, statutory and high profile council wide meetings. Adapt according to service need and show willingness to perform the full range of activities undertaken by the function.

Example outcomes or objectives that this role will deliver:

- To accurately take detailed minutes for complex statutory meetings including child protection, adult safeguarding, legal planning, member portfolio and other statutory and strategic meetings
- Undertake minutes of an often complex and highly sensitive nature in accordance with statutory and local guidance, ensuring that data is handled confidentially.
- Type outline minutes or relevant actions live on screen during relevant conferences for service users and professionals to view in real time.
- To update relevant council systems in a timely and accurate manner
- To liaise confidentially with professionals and services across the council and borough including GP surgeries, CAMHS, MET Police, Education, Social Care and other service providers
- Ensure the professional delivery of activity related to established business processes such as system and database management that effectively supports the work of the organisation.
- To be proactive and flexible in approach to work and be willing to perform the full range of activities across the function.
- Maintain high levels of customer service and professionalism. Be approachable, courteous, friendly and helpful in the delivery of support.

- To work flexibly across the Business Support Service (BSS) as needed, working in a range of activity to provide proactive support to service users and colleagues.
- Work with colleagues and Team Leaders in identifying inefficiencies and areas for improvement and use innovative and imaginative thinking, including new technology, to develop solutions to these.
- To work methodically to prioritise work and adapt as necessary to meet deadlines.

About you

- Exceptional communication skills: written, minute taking and verbal, with an ability to express issues in a clear and appropriate manner and work with a range of audiences.
- Experience of minute taking often complex meetings within a target driven environment.
- Experience of taking minutes in a fast paced, citizen-focused environment (preferably safeguarding minute taking experience).
- Resilience and ability to work with sensitive and sometimes challenging information.
- Excellent knowledge and application of IT systems and software packages (preferably experience of using MOSAIC or similar systems)
- Excellent customer service skills and ability to communicate with a wide range of internal colleagues and external service users, maintaining diplomatically and confidentially at all times.
- Excellent levels of literacy and numeracy.
- Excellent attention to detail and high levels of accuracy.
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service.
- Ability to use initiative to make accurate and considered judgements.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service.

The post is generally office based (most likely to be 5 Pancras Square). The postholder will be expected to work at other sites and to provide cover for similar roles. There will be some need to minute meetings in other Camden locations and occasionally in the service users' home environment.

Safeguarding and Statutory Minute Takers are required to capture minutes in real time on a digital screen during safeguarding meetings. Accuracy, attention to detail and confidence in your knowledge and skills are essential to swiftly producing the necessary records in this environment.

People Management Responsibilities:

This role has no formal line management responsibilities. For development purposes some Business Support Officers may opt to supervise Business Support Apprentices.

Relationships:

This post will report into the Business Support Team Leader, Level 4 Zone 1.

Safeguarding and Statutory Minute Takers will work with colleagues across Business Support to ensure that a seamless service is provided to customers contacting the service.

The post holder will be required to liaise with various teams and services across the organisation and with external service providers. Key contacts will be:

- Health, Police, Education and Social Care professionals
- Officers in Camden Council
- Officers in other local authorities and partner organisations
- Citizens from within and outside the borough

Some matters are likely to be contentious, confidential or complex requiring support, tact, persuasion and sensitivity, and outcomes will impact on citizens or organisations.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,