

Kent County Council

Job Description: *Initial Enquiries Advisor*

Directorate: Children, Young People and Education

Unit/Section: Adoption Partnership

Grade: KSD

Responsible to: Adoption Advisory Officer

Purpose of the Job:

Provide an efficient, welcoming, friendly, and effective service to customers via the range of communications medium available including telephone, web, email, and social media.

The post holder will liaise with potential adopters and will form a valuable and supportive relationship from the client's initial enquiry to the completion of the assessment and receipt of final panel approval. The post holder will Provide the entry point to the Adoption Service answering enquiries that include adopting a child from care, stepparent adoptions and adopters who need access to support services.

Assist with the compilation of statistical information for management reports.

Main duties and responsibilities:

- Provide a prompt, efficient and accurate response to enquiries from members of the public and external agencies, in accordance with Directorate guidelines assessing the extent of which may require further clarification/investigation, in order to ensure ease of access to services for the public.
- Provide appropriate support, advice, and assistance to service users throughout the process of assessment of potential carers and adopters to ensure that consistent standards are maintained.
- Provide the entry point to the Adoption Service answering enquiries that include adopting a child from care, stepparent adoptions and adopters who need access to support services.
- Ensure the children's information system (Liberi) records are accurately created and effectively maintained after each enquiry, in order to provide up to date and accurate information, upon which decisions affecting service delivery can be made and to assist in the monitoring process.

- Develop monitoring systems and maintain statistical information to ensure that the service provided reflects the needs of the public.
- Maintain an awareness of changes in policy and procedure within the Directorate, attending relevant courses where applicable, to ensure that a high quality of service delivery is maintained.
- Promote Adoption by assisting at publicised events, as required, talking to the public about the service.
- Develop good working relationships both within the Adoption Teams, as well as staff in other Directorates and external agencies to ensure that enquiries can be dealt with as efficiently and effectively as possible.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	NVQ3 or equivalent
EXPERIENCE	Experience of working within Social Services or a related organisation Dealing with the public by telephone
SKILLS AND ABILITIES	Computer/keyboard skills Able to communicate clearly in writing Able to accurately record information given over the telephone Able to communicate with the public, sometimes in difficult circumstances Able to prioritise work, meet deadlines and use initiative.
KNOWLEDGE	Working knowledge of the function of Social Services Working knowledge of computer packages
PERSONAL QUALITIES	Calm under pressure Good communication skills Ability to work as part of a team

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)