



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Delivery Officer - Family Help Pods
Service	Children's Services
Team	Social Work Pod (e.g., Assessment, Child in Need, Child Protection, Children in Care)
Location	Shute End
Reports to	Team Leader or Assistant Team Leader
Responsible for	N/A
Grade	5
Contract Type	Permanent
Hours	Full time

Main Accountabilities	
1.	Case Administration & Recording • Create and maintain case records, forms, and documents on agreed systems (e.g., Mosaic, Capita One, Integrated Youth Services System), ensuring accuracy, timeliness, and compliance with statutory requirements. • Support the service to meet key performance indicators (KPIs) and statutory timelines (e.g., case notes, visits, reviews). • Undertake routine data cleansing, identifying information appropriate to delete and carrying out deletion in line with policy. • Support Team Manager and Assistant Team Manager with good quality recording of group supervision minutes • Process purchase orders, invoices, and other financial documents in line with financial procedures; select suppliers and secure approvals from budget managers. • Administer petty cash and payment cards, including reconciliation; support emergency client payments in crisis situations, ensuring accurate audit trails.
2.	Meeting Coordination & Minute-Taking • Plan, schedule, and coordinate multi-agency professional meetings (e.g. Core Groups, Legal Planning, CIN Reviews, Strategy Meetings). • Prepare agendas, circulate papers, secure venues, manage invites/attendance, and produce full, comprehensive minutes to a professional standard suitable for judicial proceedings (e.g. Family Court). • Track actions and follow-ups, ensuring timely completion and accurate recording





	Manage pod diaries (staff movements, duty rotas, development days), book appointments, and maintain up-to-date calendars and absence notifications.
3.	Support Social workers as point of contact Provide point of contact support, including shared mailbox management; assess urgency, and route appropriately using sound judgement. - Uphold GDPR, confidentiality, and safeguarding requirements at all times in handling sensitive information. - Ensure secure storage, sharing, and disposal of records in line with policy and relevant legislation. - Maintain Business Support procedures and contribute to continuous improvement.

Person Specification	Essential	Desirable
Education/Qualifications	GCSEs (including English and Maths) or equivalent	NVQ Level 3 in Business Administration (or equivalent) desirable.
Experience	Demonstrable minute-taking to legal/judicial standard and coordination of multi-agency meetings.	Proven experience in Children's Social Care/related safeguarding environment or complex public sector services.
Skills/Knowledge	High-quality written and verbal communication with diverse audiences; calm under pressure and emotionally resilient. Excellent organisation, diary management, and prioritisation; strong attention to detail and data accuracy. Confident in Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint) and bespoke databases.	Familiarity with multi-agency working and statutory safeguarding frameworks.
Behaviours/Attributes	Commitment to safeguarding, equality, diversity & inclusion, and Corporate Parenting principles. Enhanced DBS clearance (child workforce) required. Willingness to travel between sites and work flexibly to meet service needs.	Ability to mentor or support new staff and contribute to process improvements.





Purpose Details	
Service Purpose	The Service Delivery Officer (SDO) provides high-quality, timely and compliant business support to a pod of social workers and their manager(s), ensuring children, young people, and families receive an excellent and responsive service. The postholder acts as the pod's focal point for administration, coordination, information management and meeting support, enabling the pod to fulfil statutory safeguarding duties and deliver effective outcomes. The role will support the service to identify business improvement opportunities and support the design and delivery of business support for emerging services/functions. Assist with staff training delivery and act as a "buddy" to new starters; mentor junior admin staff where required.
Role Purpose	The Service Delivery Officer provides essential business support to a pod of children's social workers, ensuring efficient administration, accurate case recording, and effective coordination of meetings and family contact. By managing enquiries, maintaining compliance, and streamlining processes, the role enables social workers to focus on delivering high-quality safeguarding and support to children and families. Undertake other tasks commensurate with the grade, including supporting other statutory services within the directorate as directed. Available to undertake service led training and development opportunities.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Direct line management supervision from Team Leader / Assistant Team Leader
Supervision Given	None
Contacts	Internal: Family Help Service, Children's Social Care, Prevention and Youth Justice Service, SEND, Education, Wokingham Borough Council External: Early years providers, schools, health, police, public health, probation, housing, the Voluntary, Community and Faith Sector (VCFS) services.

Resources/Budget Management
Not applicable

Special Requirements
An enhanced DBS is required for the role. There may be a requirement to occasionally work some evenings and weekends, to support the delivery of support, as required.





Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Hybrid Home and Office Based

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N





WOKINGHAM
BOROUGH COUNCIL

Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)		Details
DBS Requirement	Enhanced	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
Enhanced DBS re-check every 3 years

Evaluation Declaration	
Date of Evaluation:	HR Team
Evaluated by:	Jan 2026

