

ROLE PROFILE



Role profile			
Title	Minute Taker		
Grade	GRADE D		
Reference:	N291		
Reports to:	Administration Support Manager		
Work style Definition	Office based hot–desk/touch down worker		
Primary purpose of role	To undertake the minuting of child protection case conferences and complex strategy meetings and to note-take a variety of other meetings when required, including statutory child care reviews, HR investigatory interviews or hearings, and legal planning meetings.		
Key accountabilities and key measures	<table border="1"> <tr> <td> <p>Role outcomes</p> <ul style="list-style-type: none"> Producing accurate, non-verbatim minutes of child protection meetings within departmental timescales (70%) Providing accurate notes of a variety of other meetings within departmental timescales (30%) </td> <td> <p>Role measures</p> <ul style="list-style-type: none"> Minutes/notes produced to departmental timescales Quality and accuracy of minutes/notes confirmed by independent chairs/managers </td> </tr> </table>	<p>Role outcomes</p> <ul style="list-style-type: none"> Producing accurate, non-verbatim minutes of child protection meetings within departmental timescales (70%) Providing accurate notes of a variety of other meetings within departmental timescales (30%) 	<p>Role measures</p> <ul style="list-style-type: none"> Minutes/notes produced to departmental timescales Quality and accuracy of minutes/notes confirmed by independent chairs/managers
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Key activities	<ul style="list-style-type: none"> Facilitating and setting up child protection meetings, including complex strategy meetings Taking minutes of child protection meetings, and summarising information accurately to produce a high quality minute document within departmental timescales Supporting the independent chair in creating/updating the written child protection plan during the meeting Working alongside the independent chair to ensure appropriate abridgements are made for young people and family members Ensuring accurate recording of meeting attendees, including their contact details Supporting the Independent Chairs in ensuring information is securely handled during the meeting and afterwards Inputting data relating to the minutes accurately into the IT system (70%) Facilitating and setting up a range of other meetings Taking notes of a range of meetings, including meetings/hearings related to HR processes, strategy meetings, legal planning meetings and adoption meetings, and 		



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	summarising information accurately to produce a high quality document within departmental timescales (30%)
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Up to date knowledge and experience of Microsoft Office packages ▪ RSA II or equivalent in word processing/typing and demonstrable ability to type 45wpm ▪ GCSE grade A*-C (9-4) or equivalent in Maths and English ▪ Knowledge of correct grammar, spelling and punctuation ▪ Understanding of information security and data protection ▪ Understanding of the nature of work within Children, Young People and Families service
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ NVQ II Business and Administration or equivalent ▪ Broad understanding of safeguarding issues
Essential experience	<ul style="list-style-type: none"> ▪ Experience of working in a clerical or administrative environment ▪ Up to date knowledge and experience of Microsoft Office packages ▪ Experience of working in a team ▪ Working in a customer facing environment ▪ Experience of note-taking
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of minute-taking ▪ Knowledge of Carefirst ▪ Experience of providing administration support within a statutory children's services setting
Essential skills	<ul style="list-style-type: none"> ▪ Ability to recognise significant content within discussions and summarise into a coherent record of the meeting ▪ Proven accurate and timely ability to directly input minutes into the IT system during the meeting ▪ Excellent interpersonal skills in order to manage contact with service users who may be under stress tactfully, and to interact with a wide range of professionals at all levels ▪ Ability to work under pressure and to deadlines ▪ Organisational skills in order to prioritise workload and manage competing demands ▪ Flexibility to manage interruptions to planned work in order to attend emergency meetings ▪ Ability to sustain concentration needed to minute or note-take lengthy meetings, with breaks taken when appropriate to the flow of the meeting ▪ Ability to seek support and manage the emotional impact of daily contact and information about people whose personal circumstances may cause distress
Corporate standards	
<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal 	

responsibility for data protection, client confidentiality and information governance.

- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.