

## JOB SUMMARY

<b>Post Title</b>	<b>Administrative Officer</b>						
<b>Job Family</b>	Business Support	<b>Pay Range</b>	5	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	<a href="#">BS05</a>
<b>Service Area</b>	Integrated Localities, Long Term Support and Resilience						
<b>Line Manager</b>	Team Manager						
<b>Location</b>	County Hall and Agile working locations						

<b>Job Purpose</b>
To provide efficient and effective administrative support to the Integrated Localities Social Care Team.

<b>Job Context</b>
<ul style="list-style-type: none"> <li>Interrogation and updating of Databases and wider Council systems.</li> <li>Data and statistical collection and presentation of information.</li> <li>Caseload management, Data cleansing (i.e. case closures etc.).</li> <li>Facilitation and processing of information into the team (telephone calls, letters, emails etc.).</li> <li>Administrative support to team members.</li> <li>Booking appointments and managing diaries for review team.</li> <li>Minute taking, meeting arrangement, room booking.</li> <li>Maintaining dashboard, rotas and spreadsheets for team</li> <li>Direct contact with care providers, service users and other associated professionals</li> </ul>

<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Practical experience within the relevant working environment.	Experience of working within adult social care environments.	<b>E</b>	
Working knowledge of relevant processes and systems.	Ability to use a client database.	<b>E</b>	
Knowledge of the service provided in own area.	Will be required to develop a knowledge of processes and procedures within the council setting and wider adult social care directorate.		<b>D</b>
ICT skills including use of Microsoft applications.	Microsoft office such as Outlook, Excel, PowerPoint and other related databases.	<b>E</b>	
Good verbal and written communication skills.	Candidate is required to take, record and provide accurate information to team members (ie minutes, spreadsheets etc) other multi-agency professionals and members of the public.	<b>E</b>	

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Numerate and accurate with attention to detail.	Candidate is required to process team data, create and utilise spreadsheets and gather data and produce reports at short notice to inform practice.	<b>E</b>	
Understanding of how to deal with customers appropriately.	Engaging appropriately and respectfully during all conversations with the public and other professionals.	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE		<b>E</b>	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.		<b>E</b>	
<b>Other Requirements</b>			
May require relevant certifications including evidence of fluency in English language.			
RSA II (Word Processing) or equivalent professional qualification may be required.			
Basic DBS checks will be required.			