

JOB SUMMARY

Post Title	Administrative Officer						
Job Family	Business Support	Pay Range	5	Line Manager to others?	No	Role profile ref	BS05
Service Area	Initial Adult Social Care Contact (IASCC) Team, Adult Social Care						
Line Manager	Team Manager						
Location	County Hall and Agile working locations						

Job Purpose To provide efficient and effective administrative support to the Initial Adult Social Care Contact (IASCC) Team.			
Job Context <ul style="list-style-type: none"> Interrogation and updating of Paris and other Council systems. Data and statistical collection and presentation of information. Data cleansing (i.e., case closures etc.). Facilitation and processing of information into the team (telephone calls, letters, emails etc.). Administrative support to team members. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of working within adult social care environments.		D
Working knowledge of relevant processes and systems.	Ability to use a client database.	E	
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.		D
ICT skills including use of Microsoft applications.	Microsoft office such as Outlook, Excel, PowerPoint and other related databases.	E	
Good verbal and written communication skills.	Candidate is required to take, record and provide accurate information to team members (i.e. minutes, spreadsheets etc.) other multi-agency professionals and members of the public.	E	
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.	E	

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Understanding of how to deal with customers appropriately.	Engaging appropriately and respectfully during all conversations with the public and other professionals.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE		E	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.		E	
Other Requirements			
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.			