

# Isle of Wight Council

## Job Description



Identifying Facts	
Title of Post: Team Administrator	
Directorate: Children and Families	Post No:
Section: Children With Disability Team	Date: January 2024
Responsible to: Team Manager	

### Job Purpose

To support the Directorate ethos of Creating Change Together using language that cares, working in a strengths-based way with colleagues, families, and partner agencies. Work to build resilience in families through non-discriminatory practice that is culturally sensitive and respectful.

- To support the team to improve social work practice and outcomes for children.
- To provide effective administrative support to the team, maintaining systems and processes, coordinating activity of the team and contribute to performance improvements.
- To provide substantial administrative support to the financial systems and processes within the teams. To include petty cash reconciliation; travel warrants; processing invoices in line with corporate systems and processes; administration of procurement card activity and personal budgets and direct payments.
- To work with and across teams to ensure sufficient cover is maintained for all areas of the directorate.
- To provide a high speed, accurate word processing service to staff within the directorate to include but not exhaustive; letters; reports; minutes; templates; supervision notes etc.
- To organise, attend and minute sensitive meetings containing complex and contended information to a high standard. Ensuring meetings have appropriate venue, equipment and refreshments and including follow-up work and relevant recording in ICS/Swift, Sharepoint and the new case management system when implemented.
- Recording information on the electronic social care client record (Swift/ICS) and related databases; to include scanning of records using Sharepoint our current documents management system; update of databases held in the team to support performance management; following the business rules and training provided.
- To be an active member of the establishment's administrative and secretarial support teams.

- File retrieval – to be responsible for the collection of files from other locations and to update the recording requirements to ensure file location is correctly recorded.

## **Major Tasks**

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
3. To assist the team in overseeing the day-to-day activities.
4. To assist the team to report building repairs and maintenance requirements to the appropriate officers.
5. To provide high speed, accurate word processing of letters, reports, minutes, and other tasks and activities as required including preparation of materials or presentations using PowerPoint, Word and Excel and use of Microsoft Teams.
6. To support the data collection and management process including inputting, obtaining, and compiling statistics from a range of databases and sources including Swift and ICS.
7. To complete work within specified time deadlines to ensure statutory requirements are met, where appropriate.
8. To ensure effective diary management using electronic calendars and arrangement of meetings.
9. To respond to telephone calls, Microsoft Teams messages and groups, e-mails, and visits from staff and public and arranging for enquiries to be dealt with appropriately.
10. To carry out appropriate research using the Internet.
11. To organise, attend and minute meetings including the use of new digital technology as necessary ensuring meetings have appropriate venue, equipment, and refreshments.
12. To assist in providing an efficient reception service when required, including answering phone calls into the team on behalf of team members.
13. To assist in the distribution of incoming mail as appropriate.
14. Attendance at relevant training events, workshops and learning opportunities to ensure continuous professional development.

15. To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, archiving, photocopying, and scanning, as necessary.
16. To undertake such other tasks as are consistent with this job description as required by managers.
17. Responsibility for safeguarding and promoting the welfare of children and young people.

### **Specific Tasks for the post of Team Administrator:**

This post is a challenging, varied, and demanding role and the post holder will be specifically required to:

- To organise, attend and minute meetings containing sensitive, complex, and contended information to a high standard. Ensuring meetings have appropriate venue, equipment and refreshments and including follow-up work and relevant recording in ICS/Swift.
- To provide general administrative support to the Team including word processing, receiving incoming calls, diary management, ICS input and photocopying.
- Set up and maintain systems and processes to enable the smooth running of the service, ensuring that the work of the service is co-ordinated and well organised, working across other teams and service areas as the need arises.
- Maintain systems for monitoring key statutory requirements for children as directed by the manager.
- Ensure that all paper correspondence and other documentation received is date stamped then scanned and stored electronically to the ESCR system.
- Develop coordinated systems and processes that support teams as part of a system wide approach.

**Generic quality statement: The Isle of Wight Council** expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

**Safeguarding** - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

**Diversity and Equality** - All employees are expected to treat others with dignity and respect.

**Health and Safety** - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

**Data Protection and ICT Security** – All employees are required to ensure that any information or data collected or input into a council system complies with the standards set out and any associated processes that are specific to an area of work.

*This job description is correct as at the date given above. In consultation with the postholder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment, the postholder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.*