

JOB SUMMARY

Post Title	Administration Officer – Community Occupational Therapy Team						
Job Family	Business Support	Pay Range	5	Line Manager to others?	No	Role profile ref	BS05
Service Area	Community Occupational Therapy Team						
Line Manager	Katie Moss – Community Occupational Therapy Team Lead						
Location	County Hall and Agile working locations						

Job Purpose

To provide efficient and effective administrative support for the community occupational therapy team including direct involvement with agencies, clients and their representatives.

Job Context

- Provide a range of administrative support including answering the phone and taking referrals into the service and signposting where needed.
- Assisting in triaging referrals into the service.
- Managing the inbox as point of contact into the service and dealing with enquiries.
- Arranging and minuting of meetings – virtual, hybrid and in person. Collate, prepare, and issue all relevant papers and produce accurate and informative notes in a timely manner.
- Make full use of the digital tools available to you including Microsoft 365 and other applications.
- Interrogation and updating of Paris and other Council systems including data cleansing (keeping data bases up to date with accurate information).
- Accurately collect, input, interpret and share data appropriately as required.
- Facilitation, processing and distribution of information into the team (telephone calls, letters, emails etc.).
- Provide admin support for financial processes such as purchasing, reconciling using Government Procurement Cards, petty cash and purchase orders.
- Developing and maintaining a generic skill set that allows your skills, abilities and experience to be used across the directorate and its formal partnerships as needed.
- May be required to undertake additional duties as commensurate with grade and role.

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 an administrative environment. Experience of working in a social care environment	E	D
Working knowledge of relevant processes and systems.	Will be required to be aware of and learn processes, procedures and systems within own directorate and where required the wider council.	E	
Knowledge of the service provided in own area.	Will be required to develop knowledge and understanding of adult social care and the services delivered.	E	

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ICT skills including use of Microsoft applications.	Good ICT skills and demonstrable ability to use standard MS Office applications such as Word, Excel, PowerPoint, MS Teams and OneNote	E	
Good verbal and written communication skills.	Be able to demonstrate the ability to minute sensitive meetings and produce accurate and concise notes for team members multi-agency professionals and members of the public. Must be able to adapt communication to suit individual needs. Must have the ability to be assertive and resilient when dealing with difficult, sensitive, emotive situations.	E	
Numerate and accurate with attention to detail.	Be able to support with and make purchases and reconcile them. Process team data, create and utilise spreadsheets and gather data and produce reports at short notice to inform practice.	E	
Understanding of how to deal with customers appropriately.	Be able to engage appropriately, sensitively and respectfully during all conversations and dialogue adapting to individual communication needs. Maintaining confidentiality at all times. Have the ability to be resilient and assertive when dealing with difficult communications.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE grade 4 or above or equivalent in English and Maths		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.			
Advanced DBS checks will be required.			