

JOB SUMMARY

Post Title	Senior Administrative Officer – Admin Hub						
Job Family	Business Support	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	ASC Admin Hub						
Line Manager	Admin Hub Manager						
Location	County Hall and Agile working locations						

Job Purpose

To provide highly efficient and effective senior administrative support across the Care Management teams, managers, senior managers and Practice Development Unit (PDU) within Adult Social Care. This will include direct involvement with staff, clients, agencies and their representatives sometimes as the first point of contact.

Job Context

- Provide a range of highly effective and specialist administrative support to the care management teams as required. Take a lead role working alongside administrative officers completing, organising and if required distribution of tasks. Provide guidance to the Administrative Officers on the correct application of process and policy and identify appropriate development.
- Help to support the Admin Hub Manager and Admin Hub Senior Officer to continuously improve processes and train/support other colleagues where appropriate.
- Provide a range of senior administrative support to managers and senior managers and identified members of the practice development unit including arranging and recording of confidential or sensitive meetings (such as disciplinary/grievance hearings) – virtual, hybrid and in person. Collate, prepare, and issue all relevant papers and produce accurate and informative minutes/action logs in a timely manner.
- Assist managers with performance monitoring. Interpreting, extracting, collating and sharing data. Where necessary create bespoke performance spreadsheets, rotas and assist managers with inputting and extracting data.
- Assist with the scheduling, processing and inputting of reviews, case file audits and other similar tasks. This will also involve being a first point of contact and helping to identify areas for development and improvement with processes and forms.
- Make full use of the council's systems and digital tools available to you including Microsoft 365, Paris and other applications. As and when required develop effective solutions / databases to store, monitor, and analyse appropriate data. Keep up to date with latest developments and highlight opportunities.
- Facilitation, processing and distribution of confidential and sensitive information.
- Provide admin support for financial processes such as authorising purchase orders up to an agreement amount, purchasing and reconciling using Government Procurement Cards and purchase orders.

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.	Significant experience of working within an administrative environment.	E	
	Experience of working in a social care environment		D
	Previous experience of the co-ordination of activities, events, or work related tasks		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	
	Good working knowledge of how to handle information appropriately including responsibilities under GDPR.	E	

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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	
ICT skills including use of Microsoft applications.	Excellent 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 minutes. Must have the ability to be assertive and resilient when dealing with difficult, sensitive, emotive situations.	E	
	Able to develop and maintain strong relationships with staff at all levels.	E	
Numerator and accurate with attention to detail.	Be able to support with and make purchases and reconcile them. Authorise Purchase orders within a set amount.	E	
	Process data, create and utilise spreadsheets and gather data and produce reports at short notice to inform practice and performance.	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 high levels of confidentiality at all times.	E	
	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 level 3/4 qualification standard in Business administration or able to demonstrate equivalent experience.	NVQ 4 in Business Administration or equivalent qualification or experience	E	
Other Requirements			
RSA III (Word Processing) or equivalent professional qualification may be required.			
May require relevant certifications including evidence of fluency in English language.			
May be required to work at various locations across the Island			
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 as you may be required to undertake additional duties as commensurate with grade and role.			
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