

## JOB SUMMARY

<b>Post Title</b>	<b>Administrative Officer</b>						
<b>Job Family</b>	<i>Business Support</i>	<b>Pay Range</b>	5	<b>Line Manager to others?</b>	<b>Yes /No</b>	<b>Role profile ref</b>	BS05
<b>Service Area</b>	Wellbeing & Access Team, Adult social Care & Housing						
<b>Line Manager</b>	Team Manager						
<b>Location</b>	County Hall						

<b>Job Purpose</b>			
To provide efficient and effective administrative support to the Initial Adult Social Care Contact (IASCC) Team.			
<b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b>			
<ul style="list-style-type: none"> <li>• Interrogation and updating of Paris and other Council systems.</li> <li>• Data and statistical collection and presentation of information.</li> <li>• 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> </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.	<i>Experience of working within adult social care environments.</i>		<b>D</b>
Working knowledge of relevant processes and systems.	<i>Ability to use a client database.</i>	<b>E</b>	
Knowledge of the service provided in own area.	<i>Will be required to develop a knowledge of processes and procedures within the council setting and wider adult social care directorate.</i>		<b>D</b>
ICT skills including use of Microsoft applications.	<i>Microsoft office such as Outlook, Excel, PowerPoint and other related databases.</i>	<b>E</b>	
Good verbal and written communication skills.	<i>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.</i>	<b>E</b>	
Numerate and accurate with attention to detail.	<i>Candidate is required to process team data, create and utilise spreadsheets and gather data and produce reports at short notice to inform practice.</i>	<b>E</b>	
Understanding of how to deal with customers appropriately.	<i>Engaging appropriately and respectfully during all conversations with the public and other professionals.</i>	<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 Level or equivalent		<b>E</b>	
Level 3 Business Administration or equivalent (including a requirement to		<b>E</b>	

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work towards this level) or able to demonstrate equivalent experience.			
<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.			
Enhanced DBS checks will be required.			
<b>Organisation Structure (optional)</b>			