

JOB SUMMARY

Post Title	<i>Personal Assistant Market Development Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	7	Line Manager to others?	No	Role profile ref	<i>BS07</i>
Service Area	<i>Adult Social Care & Community Well-Being</i>						
Line Manager	<i>Business Development Manager</i>						
Location	<i>County Hall, Newport, Isle of Wight</i>						
Job Purpose							
<p>The purpose of this role will be to assist with the development and implementation of a sustainable, robust PA Market on the Isle of Wight, ensuring that all elements of the 3 Year Strategy are successfully delivered.</p>							
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)							
<ul style="list-style-type: none"> • To facilitate, regularly attend and have an active involvement in PA Market events such as job fairs, workshops and consultations. Involvement and assistance in all advertising and organisation required for such events. • To support the development of processes ensuring the team work in an effective and streamlined manner. • Ability to effectively monitor, administer and manage key systems, ensuring that data is consistently relevant and up to date. Management of new and existing applicants for the PA Hub and PA Noticeboard and to act as the main point of contact for applicants of these care models. • Where deemed necessary, to carry out visits to individuals, in order to assist with placing job adverts and interviews etc. To facilitate and support applicants with the DBS process. • To administer and monitor individual profiles of all PA Hub applicants. Work with applicant to develop skill profiles and suitability for job adverts. To provide support for individual's seeking a PA with all statutory employment responsibilities, e.g. Public Liability Insurance, Payroll and References. Offer guidance and sign post to external resources. • To provide ongoing support for social care staff and deal with queries and issues around Personal Assistants. Regularly liaise with the IW Council Safeguarding Team, to ensure potential alerts are monitored appropriately. • To monitor and regularly administer the IW Council's PA social media pages, (Facebook and Twitter). • To ensure a high level of data quality whilst maintaining a confidential database of PA information. Ensure that all records and information is clear, timely, accurate and complete. • Attend all training opportunities where appropriate and take responsibility for identifying further courses and networking events to develop knowledge and share best practice. 							
Required Behaviours							
Know How							
<ul style="list-style-type: none"> • Thinking through problems and issues to reach realistic and affordable solution • Learning new things and maintaining competence • Understanding about practices that keep us safe and respect others • Planning ahead for the benefit of yourself, your team, your service and the Council • Considering options before reaching solutions and being able to defend your decision • Giving the right information in the right way • Communicating courteously, sharing information positively and effectively to achieve the required outcome 							

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Problem Solving			
<ul style="list-style-type: none"> Acting appropriately within guidelines and instruction to achieve agreed outcomes Using our initiative and innovative thinking to solve problems and deliver solutions Use the right techniques to get the right results Take an objective perspective when considering issues 			
Accountability			
<ul style="list-style-type: none"> Take responsibility for our work Be aware that public funds are limited and care should be applied when considering how they are spent Being responsible for budgets and resources made available 			
Nature of Contacts			
Typically involves supporting internal customers, through the provision of business support.			
May involve direct contact with members of the public, assisting visitors and providing information to a range of different people.			
May involve contact with partners involved with projects and joint working initiatives.			
Liaise, communicate and build relationships with customers.			
Deal with senior managers confidently, sensitively and diplomatically.			
Procedural Context			
Acts within guidelines, standard procedures or other supervision.			
Expected to plan and organise the delivery of own workload.			
May include financial transactions, within defined procedures.			
Key Facts and Figures			
May involve co-ordination of a range of goods and services.			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Considerable knowledge of the service provided in own area.	<i>Knowledge of Care Act 2014 legislation.</i>	E	
	<i>Awareness of the use of Personal Assistants within Adult Social Care for care delivery.</i>	E	
Practical experience within the relevant working environment.	<i>Previous clerical/office experience to include resolving customer enquiries and problem solving with the ability to analyse data.</i>	E	
	<i>Experience working in a Health or Social care setting.</i>		D
	<i>Experience of using own initiative during process change and when working under pressure.</i>		D
	<i>Experience of working with multiple professionals and across teams to deliver successful outcomes.</i>		D
Extensive working knowledge of relevant processes and systems.	<i>Experience of using financial management and purchasing processes, in particular ADAM, DPS and internal billing system CBS.</i>		D
Good verbal and written communication skills	<i>Excellent communication, interpersonal and listening skills.</i>	E	
	<i>Able to prepare clear concise written communication and present data in an accurate and structured manner.</i>	E	

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Understanding of how to deal with customers appropriately.	<i>Able to provide sound advice with clear, cohesive, well-presented arguments to support proposed viewpoints and recommendation.</i>	E	
Proven ability to prioritise workloads and achieve deadlines (both by self and working with others).	<i>Good organisational skills and able to manage individual workload yet remain within timescales.</i>	E	
	<i>Able to use own initiative and work effectively without direct supervision. Ability to be flexible and adaptable in approach to work.</i>	E	
Numerate and accurate with attention to detail.	<i>Attention to detail in regards to accurately analysing data within tight deadlines.</i>	E	
ICT skills including use of Microsoft applications.	<i>Previous use of various computerised systems, including Excel and Work packages, excellent keyboard skills.</i>	E	
	<i>Ability to gather, analyse, interpret and disseminate a wide range of complex data and information published by the government and generated by internal information systems.</i>		D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualifications standard or able to demonstrate equivalent experience.	<i>Education to level 3/4 diploma, NVQ level 3/4 or equivalent in a related subject area</i>	E	
Other Requirements			
<i>Full driving licence (desirable)</i>			
Organisational Structure			
The post-holder will report directly to the Business Development Manager, who in turn reports to the ASC Business and Market Development Service Manager.			
The post-holder will not line manage any other team members directly.			