

JOB SUMMARY

Post Title	Review Officer						
Job Family	<i>Business Support</i>	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	<i>Adult Social Care and Housing</i>						
Line Manager	<i>Service Manager – Preventions and Principal Social Worker</i>						
Location	<i>Various</i>						

<p>Job Purpose</p> <p>To provide the full range of professional administrative support functions as a review officer to the review hub.</p> <p>The Review Officer will assist the Review Team on a daily basis. Their role will be to proactively assist the team to deliver reviews.</p>
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<p>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</p> <ul style="list-style-type: none"> To organise, attend and review as a desk top exercise, in conjunction with eligibility, providing an overview to the Social Workers and Senior Social Worker for their outcome consideration. To utilise live Paris data, to inform a performance dashboard. To specifically extract information from data prepared by Paris, to manage the allocation of reviews. To provide oversight of data, to prioritise who needs to be reviewed next, their location on the Island (whether they are in bedded care or the community). To support the data collection and management process including inputting, obtaining, and compiling statistics from a range of databases and sources to support each of the team members. To complete work within specified time deadlines to ensure statutory requirements are met, where appropriate To carry out appropriate research and investigation in liaison with other Directorates, authorities, and agencies, such as financial oversight of personal budgets.

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.	<i>Considerable and relevant administrative and secretarial experience</i>	E	
	<i>Experience of providing support to a number of people within a team</i>	E	
Working knowledge of relevant processes and systems.	<i>Up to date and relevant knowledge of office, secretarial and administrative practices and procedures</i>	E	
Knowledge of the service provided in own area.	<i>Knowledge of Social Care</i>	E	
	<i>Knowledge of the work of the Adult Social Care and Housing Directorate</i>		D
	<i>An understanding of the Care Act and the statutory responsibility of Adult Social Care</i>		D
ICT skills including use of Microsoft applications.	<i>Excellent and extensive knowledge of Microsoft Office Systems including Word, Excel, Outlook and Calendar, PowerPoint</i>	E	
	<i>A knowledge of Paris and other systems</i>		D

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Good verbal and written communication skills.	<i>Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable</i>	E	
	<i>A professional and polite telephone manner with a focus on Customer Care showing an awareness and understanding of customer needs</i>	E	
	<i>Accurate numerical skills and excellent communication skills both verbal and written</i>	E	
Numerate and accurate with attention to detail.	<i>Ability to work under minimum supervision, to make decisions, act on own initiative and use excellent organisational skills</i>	E	
Understanding of how to deal with customers appropriately.	<i>Ability to have conversations with customers and interpret into needs, to empathise within the confines of eligibility</i>	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 or able to demonstrate equivalent experience.	<i>NVQ 4 in Business Administration or equivalent qualification or experience</i>	E	
RSA III (Word Processing) or equivalent professional qualification may be required.		E	
May require relevant certifications including evidence of fluency in English language.		E	
Relevant professional qualifications	<i>IAM Diploma / Relevant management qualification or equivalent</i>		D
Other Requirements			
<i>Must be able to understand and observe the Council's Equality Policy</i>			
<i>Must be able to understand and operate the Council's Health and Safety Policies</i>			
<i>Enhanced DBS check will be required</i>			
<i>You will be required to work based on two working patterns, Monday to Friday and Thursday to Monday. Out of hours support may be a requirement of the role.</i>			
<i>May be required to undertake additional duties as commensurate with role and grade</i>			