

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Adults Admin Officer (Adults Admin Support Service)	Grade: Scale 5 – SO1
Section: Business Resources	Directorate: Adult Social Care and Public Health
Responsible to following manager: Assistant Team Manager (Adults Admin Support Service)	Followed staff: N/A
Post Number/s:	Last review date: April 2024

Working for the Richmond & Wandsworth Better Service Partnership

We are Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We are here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That is why, at Richmond & Wandsworth Better Service Partnership, you will be at the forefront of innovation in local government, and we will invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To provide comprehensive administrative support to operational teams within the Adults Social Services Directorate, helping to ensure efficient and effective admin support systems and processes operate consistently across the Directorate.

Specific Duties and Responsibilities

1. To advise and support managers on relevant matters affecting the service.
2. To work as required in ways that develop good working relations and collaborative arrangements with partner and other external organisations.
3. To support the Business Support Manager and Assistant Team Manager working with colleagues in the development and maintenance of administrative processes, procedures, and systems.
4. To work flexibly across the Directorate to provide support and cover for other administrative staff, as needed.
5. To provide effective and efficient office administration support to managers, team leaders and staff as required and using own initiative, including, but not limited to:
 - Dealing with internal customers, by phone, email and face-to- face, resolving queries at first point of contact, where possible, including dealing with matters of a sensitive and confidential nature.
 - Sending documents (letters, etc.) on behalf of colleagues via shared mailbox or system database
 - Meeting preparation, including booking rooms, inviting delegates, ordering refreshments, preparing, and distributing documentation.
 - Producing a variety of high-quality documentation (advanced word, excel), accurately and to deadline
6. To provide support for Panel meetings, booking rooms, managing invitations via outlook, and attendance rotas. Provide accurate and timely meeting notes/minutes. and actions.
7. To update and maintain databases accurately, collating statistical information and reports as directed, including social care databases.
8. To undertake daily administrative tasks, such as managing and delegating from a shared electronic mailbox, booking interpreters, translation, scanning, photocopying, stationery supplies, as required.
9. To provide effective and efficient support to the Resource Allocation Panel/Transition Resource Allocation Panel. Collating data accurately, resolving queries, updating templates, taking accurate notes and actions.

10. Process invoices, raising purchase orders, track receipts via the finance online system database and deal with queries.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints, health, and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Career Progression procedure for linked grades

The post holder needs to have successfully completed any probation to be considered for progression. Progression between scales is not a time measured right but based on competence, skills, performance, and ability for the post holder to demonstrate that they are meeting the advanced competencies in the job description. The post holder will need to demonstrate that they have met the advanced competencies over a 6-month (minimum) period.

This is a progression which means that one must move through the stages, and it is not possible to go from Scale 5 straight to SO1.

The postholder will build their own portfolio to present to the Head of Business Support.

Different types of evidence for the portfolio are acceptable including supervision notes, appraisals, audits, complex projects which can be anonymised and used as evidence.

The Head of Service will then make a recommendation for progression, and progression requests will be moderated and agreed as appropriate.

Progression criteria for Scale 6

In addition to the Specific Duties and Responsibilities:

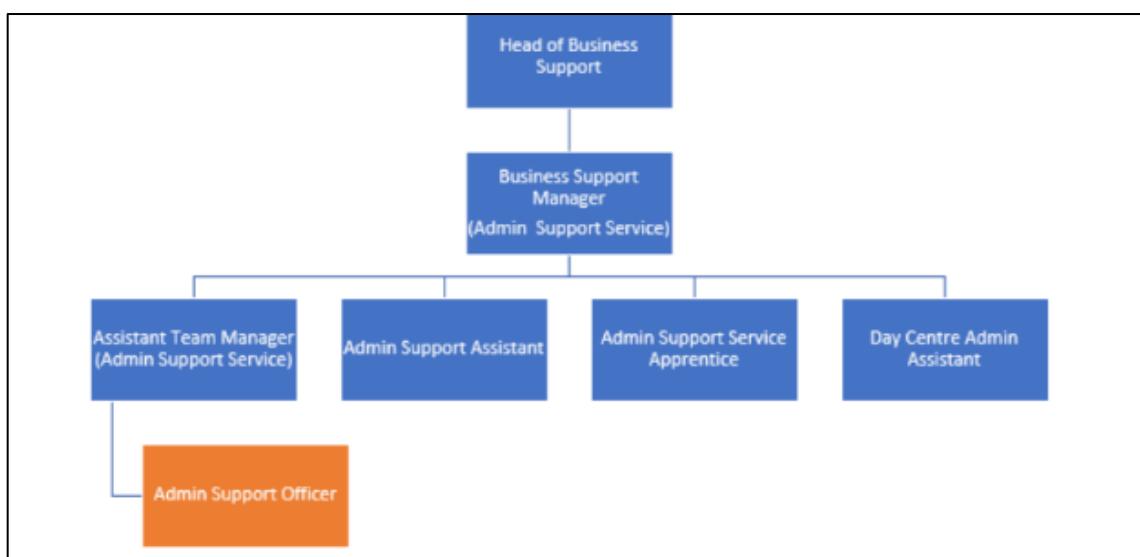
11. Taking notes and action-based notes for meetings, ensuring they are delivered accurately and within the agreed timeframe.
12. To take responsibility for the allocation and checking of Admin Assistants work.
13. Supporting with end of year finances, ensuring purchases orders are closed and outstanding payments are followed up and closed.
14. Support SO1 and managers to create and update procedures for new/current tasks, based on agreed processes.
15. Supporting MARAC by researching and collating extremely sensitive information for the adults representative. Ensuring the information is accurate, appropriately presented and delivered on time.

Progression criteria for SO1

In addition to the Specific Duties and Responsibilities:

16. To deputise for the Assistant Team Manager when the need arises.
17. To take responsibility for the allocation and checking of work Admin Officers and Admin Assistants.
18. Support the Team Manager/Assistant Manager to create and plan weekly work schedule, ensuring tasks are allocated equally within the team.
19. Support Team Manager/Assistant Team Manager with inducting new team members, cross training tasks, and procedures.
20. Supporting MARAC by researching and collating highly sensitive information for the adults representative. Ensuring the information is accurate, appropriately presented and delivered on time.
21. Taking notes/minutes for meetings, ensuring they are delivered accurately and within the agreed timeframe.

Team structure



Person Specification

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Post Number/s:	Last Review Date: April 2025

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Good knowledge of supporting, coordinating, and delivering within a project work-stream	A/I		
Good knowledge of office environments and administrative procedures and processes.	A/I		
Good knowledge of the Data Protection Act 2018.	A/I		
Good understanding of the General Data Protection Regulation (GDPR)	A/I		
Experience	Essential	Desirable	Assessed

Good experience of managing own workload, under pressure, to meet deadlines.	A/I		
Good experience of developing and maintaining record keeping processes and systems	A/I		
Skills	Essential	Desirable	Assessed
Highly organised and able to prioritise work and meet deadlines. Ability to develop appropriate administrative systems and procedures and train others in their use e.g., creation of a new filing system, IT database, or spreadsheet	A/I		
Ability to work effectively as part of a team and with other professional groups, providing effective administration to support the operation of the service.	A/I		
Excellent knowledge of MS Office 365 packages to an advanced level and ability to learn new ones. Excellent knowledge of Excel, Word, and Outlook to an advanced level. Good level of communication skills in English, both written and verbal, to provide clear and concise messages in a variety of internal external contexts.	A/I		
Ability to take accurate notes/minutes and actions for meetings	A/I		
Ability to assess work accurately with an excellent eye for detail.	A/I		
Qualifications	Essential	Desirable	Assessed
Educated to GCSE level C or above (or equivalent) in Mathematics and English	A/I		

A – Application form / CV

I – Interview

T – Test

C - Certificate