

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Adults Admin Officer (Adults Admin Support Service)	Grade: Sc5-SO1
Section: Business Resources	Directorate: Adult Social Care and Public Health
Responsible to following manager: Assistant Team Manager (Adults Admin Support Service)	Responsible for following staff: N/A
Post Number/s:	Last review date: April 2023

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

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.

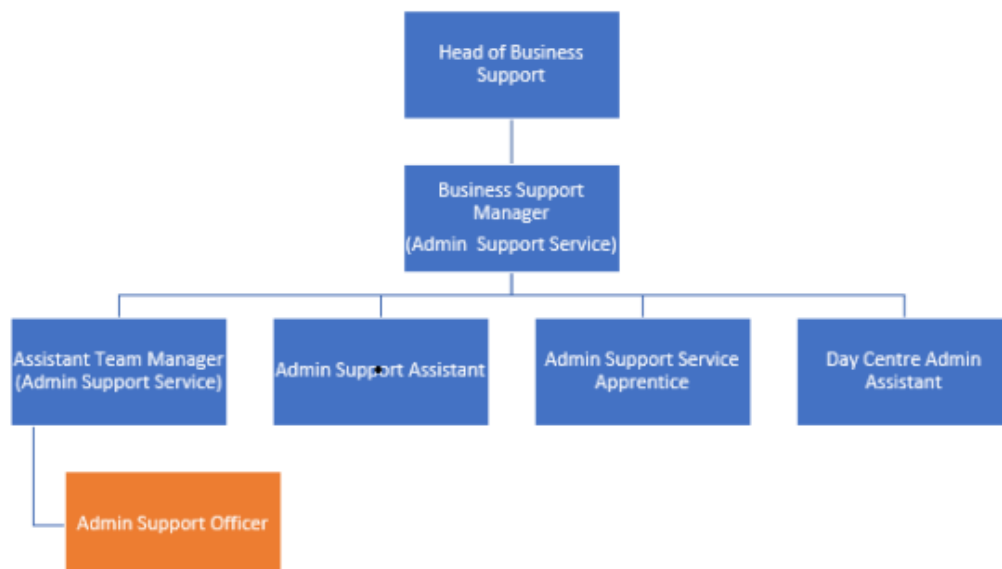
Generic Duties and Responsibilities

- 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 and 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

N/A

Team structure



Person Specification

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Responsible to: Assistant Team Manager (Adults Admin Support Service)	Responsible for: N/A
Post Number/s:	Last Review Date: April 2023

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.	Y		A/I
Good knowledge of office environments and administrative procedures and processes. A/I Good knowledge	Y		A/I
Good understanding of the General Data Protection Regulation (GDPR)		Y	A/I
Good knowledge of the Data Protection Act 2018.		Y	A/I

Experience	Essential	Desirable	Assessed
Good experience of managing own workload, under pressure, to meet deadlines.	Y		A/I
Good experience of developing and maintaining record keeping processes and systems.	Y		A/I
Skills	Essential	Desirable	Assessed
Highly organised and able to prioritise work and meet deadlines.	Y		A/I
Ability to take accurate notes/minutes and actions for meetings		Y	A/I
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	Y		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.	Y		A/I
Excellent knowledge of MS Office 365 packages to an advanced level and ability to learn new ones. Excellent knowledge of SharePoint, Excel, Word and Outlook to an advanced level.	Y		I
Ability to assess work accurately with an excellent eye for detail.	Y		I
Qualifications	Essential	Desirable	Assessed
Educated to GCSE level C or above (or equivalent) in Mathematics and English.	Y		C

A – Application form / CV

I – Interview

T – Test

C - Certificate