

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)	Responsible for following staff: N/A
Post Number/s:	Last review date: April 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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.

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 highly 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.

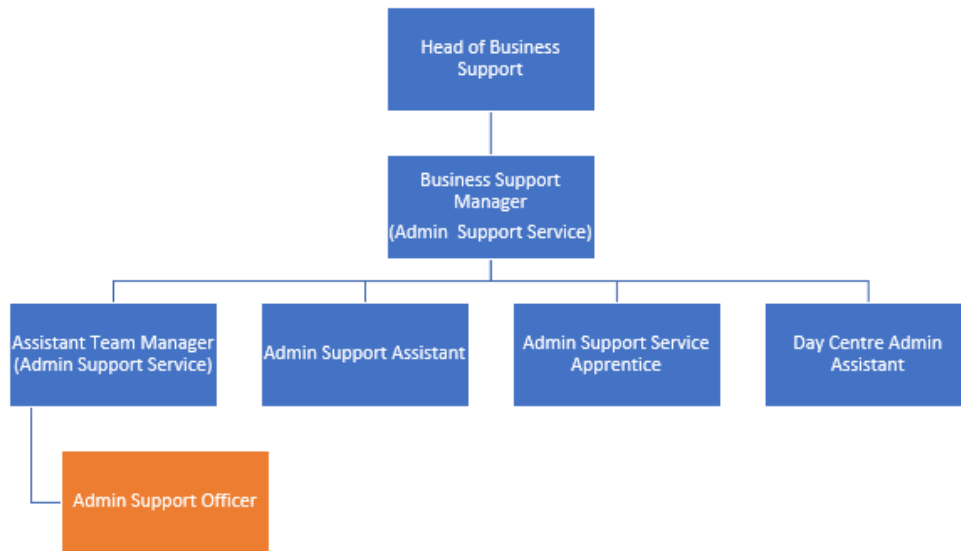
Generic Duties and Responsibilities

1. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
2. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
3. To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
4. 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.
5. To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
6. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

N/A

Current team structure



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Our Values and Behaviours

The values and behaviors we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
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	

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	
Highly organised and able to prioritise work and meet deadlines.	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	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.	I
Good level of communication skills in English, both written and verbal, to provide clear and concise messages in a variety of internal external contexts.	I
Ability to take accurate notes/minutes and actions for meetings	A/I
Ability to assess work accurately with an excellent eye for detail.	I
Qualifications	
Educated to GCSE level C or above (or equivalent) in Mathematics and English.	C

A – Application form / CV

I – Interview

T – Test

C – Certificate