

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Administration Advisor
Grade	PS6	Reports to (role title)	Senior Manager
		Directorate	Adult Social Care
JE Band	192-227	Service	Mental Health
		Team	
		Date Role Profile was created	Mar-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a comprehensive secretarial, business and administrative support service to ensure the efficient operation and development of the area management team, and to organise office management.</p> <p>The role holder will ensure effective use of the management team's time, ensuring effective operation of the team by coordinating all arrangements relating to meetings, conferences and other events.</p> <p>They will perform a range of tasks using office technology and systems to support day to day operations and maintain an effective system for responding to and managing enquiries and complaints to ensure a timely response.</p> <p>The role holder will assist in change and improvement initiatives and keep up to date and informed about issues and changes affecting Adult Social Care and the County Council.</p> <p>They will also ensure that premises are compliant with health and safety requirements and maintenance issues are reported and resolved effectively.</p>
Work Context	<p>The role holder will be directly responsible to an identified senior line manager and may have supervisory responsibilities. They will be responsible for managing a workload that supports up to four seniors managers in an area team.</p> <p>The role holder will need to maintain a good working relationship with other support staff, operational staff, senior managers, members of the public and service users.</p>
Line management responsibility if applicable	The post holder will work as a member of a team will not hold direct line management responsibilities.
Budget responsibility if applicable	N/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. <p>People Management</p> <ul style="list-style-type: none"> • Guide junior staff in duties to facilitate their development and ensure routines observed. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> ● Experience of working within a public sector organisation. ● Commitment to working in partnership within the service and the County Council, and with our partners, providers, service users and other external organisations. ● Commitment to improving practice standards and personal competencies through continuous professional development. ● Understanding and acceptance of the principles underlying equal opportunities and diversification and a commitment to achieving and practising these. ● Ability to analyse the key points in what may be a sensitive and challenging meeting and demonstrate an understanding of the implications that may arise. ● Ability to use SAP system to complete day-to-day business transactions on behalf of the team as required, making sure that all resources are available for use in a timely manner and that time administration is input accurately. ● Ability to retrieve and provide area information in response to varied information requests in line with the principles of data protection. ● Ability to provide accurate note taking for key meetings e.g. Senior Strategy meetings, Safeguarding and HR related meetings, making sure that the actions and recommendations arising from meetings and other activities are followed up within the specified timeframes. ● Willingness and ability to work and travel within the County.
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p>