

Kent County Council

Job Description: *Senior Administration Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Kent Enablement at Home Careline
Grade:	KR7
Responsible to:	Line Manager

Purpose of the Job:

Ensure the provision of an administrative support service to assist the smooth management of the service, usually through the supervision of a team of support staff, taking a proactive role in relation to its day to day functioning of the admin team.

Main duties and responsibilities:

- Provide comprehensive personal assistance and support to a manager/group of managers/team, including diary and time management, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, in order to enable the line manager to discharge their duties effectively.
- Assist with the recruitment, supervision, training and appraisal of support staff, including the monitoring of quality, levels and timescales of work, ensuring that there is adequate cover, in order to provide an efficient and effective service.
- Develop, maintain and monitor all office systems, including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Plan, organize and coordinate meetings, including large gatherings such as team meetings, preparing meeting paperwork and ensuring every administrative aspect is covered. Taking minutes if required.
- Monitoring team stationery and personal protective equipment ordering and the processing of mail etc, in order to facilitate the smooth running of the team.
- Update, modify and retrieve data on both manual and computerised systems, preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.
- Administer personnel procedures on behalf of the line manager/team, including diary management, and the recording and monitoring of annual leave, sickness absence and travelling expense forms, and support in the recruitment, selection and induction of staff, resolving issues and seeking guidance on more complex issues, in order to inform the preparation of rotas and workforce planning, and to assist the manager with line management issues. Assisting with monthly pay roll tasks.

- Ensure that managers and other staff are supported to run the service, taking and recording referrals, ensuring there are available care staff to cover all the calls.
- Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council's Green Agenda, e.g. double-sided photocopying, switching off consoles and lights etc.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Senior Administration Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required Willingness to work towards NVQ3 in Administration or equivalent if required
EXPERIENCE	<ul style="list-style-type: none">• Office administration experience• Experience of drafting reports and correspondence• Experience of supervising staff
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows package, Excel spreadsheet and database functions• Report Writing skills and ability to draft correspondence.• Supervisory skills• Excellent Interpersonal, organisational and administrative skills when dealing with all levels of staff and external contacts• Ability to undertake research and analyse data• Diary and time management skills• Ability to develop and maintain effective computerised and manual filing systems and to suggest improvements• Ability to organise and prioritise own workload and that of others to achieve deadlines• Ability to balance constantly changing priorities• Ability to work within a climate of change• Ability to take a proactive approach• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Co-ordination skills when arranging meetings and appointments• Commitment to equalities and the promotion of diversity in all aspects of working• This post is considered by KCC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English/Welsh sufficient for the effective performance of the job requirements.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of the services provided by Health and Social Care and detailed knowledge of services provided by the team• Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol

	<ul style="list-style-type: none"> • Knowledge of a range of IT systems • Knowledge of computerised and manual filing systems • Awareness of new initiatives, policy changes and the impact of any restructuring within the directorate • Awareness of Data Protection and confidentiality issues • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>