Kent County Council

Job Description: *Arranging Support Placements Team Administrator*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Commercial and Procurement Division**
Grade:	**KSC**
Responsible to:	**Arranging Support Senior**

Purpose of the Job:

Provide an administrative support service to the Arranging Support team who are responsible for arranging services for vulnerable adults. You will be responsible for assisting in the smooth running of the service, working in partnership with Locality Teams and Health.

Main duties and responsibilities:

- Act as the main point of contact for the team, working the mailbox, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible; ensure that staff, individuals and anyone who contacts the team are dealt with efficiently and consistently.

- Triage referrals and allocate work appropriately, accurately update trackers and update individual information as required on relevant systems.

- Ensure effective communication with a range of people including external providers, individuals, their representatives, and all relevant stakeholders.

- Ensure that systems are adapted to improve effectiveness in line with the Council's Record Retention Policy, data protection and freedom of information protocols.

- Support the day to day clerical and administrative functions of the team. Monitor emails and mailbox and telephone messages. Order stationery and equipment in order to facilitate the smooth running of the team.

- Undertake vacancy mapping and providing information to staff, providers, individuals and their representatives.

- Arrange and coordinate appointments and meetings on behalf of the manager and other staff within the Unit, and take minutes where required.

- 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.

- Process, maintain and monitor financial records relating to expenditure and income, including invoice queries.

- Consistently and correctly identify individual's needs where a referral to the Social Work or Safeguarding team may be required. Liaise with the Safeguarding team to determine options for the continuation of ongoing support to the client whilst any safeguarding activity is carried out.

- You will be required to work flexibly including bank holidays, weekends and evenings.

Footnote: This job description is provided to assist the job holder to know what their 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: *Arranging Support Placements Team Administrator*

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, NVQ2 in Administration or equivalent
EXPERIENCE	• Office administration experience • Experience of drafting correspondence • Experience working as part of a team
SKILLS AND ABILITIES	• Literacy and numeracy skills • Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows Word, Outlook & Excel. • Ability to communicate with a range of people including providers. • Interpersonal, organisational and administrative skills • Ability to organise and prioritise workload to achieve deadlines • Ability to investigate queries and anomalies when required • Ability to take accurate notes and minutes of meetings • Co-ordination skills when arranging meetings and appointments • Ability to monitor and process accurate financial records • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc. • Commitment to equalities and the promotion of diversity in all aspects of working • Ability to work flexibly and reacting in an emergency for business continuity
KNOWLEDGE	• Understanding of GDPR and confidentiality issues • Knowledge of a range of IT systems • 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 • Understanding of business continuity • Understanding of social care
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • 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 Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making