

Kent County Council

Job Description: Administrator to Kent and Medway Communication and Assistive Technology Team (KM CAT)

Directorate:	Children, Young People & Education (CYPE)
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KR5
Responsible to:	KM CAT Information Officer

Purpose of the Job:

To provide administrative and business support to the Kent and Medway Communication and Assistive Technology (KM CAT) team of practitioners from NHS and KCC to ensure the effective delivery of services to children, young people and families.

To support the smooth running of the service delivery, use of the buildings and resources and provide an administrative support to the team. Undertaking the day to day administrative and business support functions of the team

Main duties and responsibilities:

- To act as a point of contact to ensure that internal staff, partners and members of the public who contact the KM CAT team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, receiving visitors in a courteous, prompt and efficient manner. Responding appropriately to their requests or referring them to the appropriate person.
- A significant part of this post is to process and monitor a range of financial and procurement transactions, problem solving, supplier queries and escalating when needed. Undertaking specific and timely finance tasks including managing utility bills, invoicing for services supplied by KM CAT, processing reconciliation of purchases, financial year end and attend finance meeting with leads to feedback. To help ensure that budgets are properly managed and procurement policy adhered to, on which management decisions can be made.
- To support the day to day running of the building under the direction of Information officer. Including key holder responsibilities (opening and locking), dealing with contractors, health and safety, compliance and maintenance, fire warden, liaising with other businesses on site, ensuring the building is well maintained and safe for staff and visitors. Representing KM CAT as a link person with KCC's Environmental Champions working group.
- Working collaboratively with KM CAT's NHS administrator, to cover the admin duty desk. Including processing new referrals, supporting the Health Care Scientists group with admin tasks, coordination of delivery and collections of equipment. Maintaining the KM CAT Team diary (including managing external bookings), maintaining quality record keeping.
- To monitor and update all business systems (KCC and NHS) in an accurate and timely manner. This includes mailboxes and information management systems, databases and electronic files for KM CAT and the Assistive Technology Equipment Panel (ATEP). Ensuring data held across the different systems is accurate, in order to provide reliable information on which management decisions can be made.

- To support the set-up and facilitation of frequently occurring meetings and appointments for the KM CAT team, in collaboration with the team and Service Leads. Making best use of technology to set-up, prepare and support the meeting. To ensure that meetings run effectively, action points are followed up and accurate records are distributed as appropriate.
- To produce all types of documents, drafting routine correspondence on behalf of the team and tracking responses within appropriate timescales, presented professionally and accurately. To support the Information Officer with document management systems and updating the KM CAT and ATEP KELSI websites for and KCHFT's web pages.
- To provide support to the Information Officer and Service Leads as required. This will require awareness and understanding of policies, procedures and access to systems for KCC and NHS (KCHFT, NHSE, and EKHUFT) under the direction of the Information Officer. This will include supporting data collection, reporting and interrogation of data for commissioners and stake holders. Collaborating with KM CAT staff on work linked to service objectives, innovation, service improvement and development.

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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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
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent interpersonal and communication skills• Excellent numeracy and literacy skills (plain English)• IT skills - ability to produce a range of documents and reports using Microsoft Office applications• Using multiple databases and case management systems• Ability to organise and prioritise workload to achieve deadlines• Ability to maintain and process accurate and timely records• to investigate complex queries and anomalies around processes, data and finance• Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points.• Ability to travel to and from service delivery points, meetings and training when required
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word and Excel)• Understanding of Integrated Children's Services• Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equality and Diversity
KENT VALUES AND CULTURAL ATTRIBUTES	<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>