

# Kent County Council

## Job Description: *Administration Officer*

---

**Directorate:** Children, Young People and Education

**Grade:** KR5

**Responsible to:** Service Manager

### **Purpose of the Job:**

Provide back-office support to ensure that allowances, paid to parent/carers who have adoption, special guardianship, or child arrangement orders, are effectively implemented, and monitored across the County. Act as the main contact point for social workers who are setting up new allowances and initiate / complete the Review process.

### **Main duties and responsibilities:**

- Support social workers in setting up new allowances working closely with the Access to Resources panels, finance team and parent/carers as required.
- Work closely with the finance team to complete desktop-based means test assessments and reviews for allowances in line with Children, Young People and Education guidelines.
- Write to parents/carers to request financial information to support assessment, review, and payment processes.
- Communicate means test outcome information to the social worker and parent/carers.
- Work with social workers and finance to ensure that allowances are set up, reviewed, and paid within agreed timescales.
- Use and update the ContrOCC system to ensure payments are made accurately and managed in a timely manner. Input and update Liberi according to the auditory process.
- Reporting anomalies to your Line Manager. The Finance team are to be advised of financial irregularities.
- Work alongside the finance team to request overpayments to be repaid to KCC and set up and adjust allowances, as necessary.
- Provide information to social workers and parent/carers via telephone, email, and post regarding allowances.
- Act as the contact point for children's allowances. This will require troubleshooting, providing information and signposting to relevant services. Ensuring all processes and procedures are compiled to.
- Liaise with internal and external partners as required to ensure an effective and efficient children's allowance service.

# Kent County Council

## Person Specification: *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.

	<b>CRITERIA</b>
<b>Qualifications</b>	NVQ 2 (or equivalent) and/or holding or working towards a full professional qualification
<b>Experience</b>	<ul style="list-style-type: none"><li>• Previous experience of administration work</li><li>• Customer service experience</li><li>• Experience of maintaining computerised records.</li><li>• Experience of financial systems and processes.</li><li>• Excel Spreadsheets</li></ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Excellent organizational skills</li><li>• Ability to multitask</li><li>• Ability to set up and maintain spreadsheets</li><li>• Computer literature</li><li>• Ability to prioritise work</li><li>• Good accuracy and numeracy skills</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Awareness of Data Protection and confidentiality issues</li><li>• Awareness of Children's Social Services policies and procedures</li><li>• Awareness of adoption order, special guardianship order and child arrangement orders</li><li>• Use of Liberi / ContrOCC</li></ul>
<b>Competencies*</b>	<b>Ability to demonstrate Kent competencies and behaviours as appropriate for KR2 - KR12:</b> <ul style="list-style-type: none"><li>• Conversation and compassion</li><li>• People and partnerships</li><li>• Outcomes and delivery</li><li>• Tools and professionalism</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• <b>Open</b></li><li>• <b>Invite Contribution and Challenge</b></li><li>• <b>Accountable</b></li></ul>