

## Kent County Council

### Job Description: *Administration Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Deprivation of Liberty Safeguards / Mental Capacity Act</b>
<b>Grade:</b>	<b>KR05</b>
<b>Responsible to:</b>	<b>Line Manager</b>

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

To provide an administrative support service to the team, to assist in the smooth running of the statutory service whilst taking a proactive role in relation to its day to day functioning.

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

- Produce all types of word processing, from handwritten and recorded sources, drafting routine correspondence on behalf of the line manager and/or other staff, and tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high-quality service to Directorate managers.
- Act as the main point of contact for the Service, investigating queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, in order to ensure that staff, service users and members of the public who contact the MCA DOLS Service are dealt with efficiently and consistently.
- Using excellent IT skills to develop, maintain and monitor office systems, including the database and filing systems, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the data protection and freedom of information protocols. Performing regular validation of our existing data.
- Support the day to day administrative functions of the service, in addition to the monitoring of emails and telephone messages for appropriate team members, the processing of mail etc, in order to facilitate the smooth running of the team.
- Arrange and coordinate appointments and meetings on behalf of the line manager and other staff within the Unit, including large gatherings such as Training days involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
- Update, modify and retrieve data on in-house 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.
- Support managers and practitioner staff with client issues, recording applications, coordinating allocations, undertaking basic research using the internet, making up

client files and chasing actions, in order to enable our team of practitioners to undertake assessment.

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: *Administration Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required</p> <p>Willingness to work towards NVQ3 in Administration or equivalent if required</p>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Office administration experience</li> <li>• Experience of drafting correspondence</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills</li> <li>• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, Excel spreadsheets and database functions</li> <li>• Interpersonal, organisational and administrative skills</li> <li>• Ability to develop and maintain effective computerised and manual filing systems</li> <li>• Ability to organise and prioritise workload to achieve deadlines</li> <li>• Ability to investigate queries and anomalies when required</li> <li>• Ability to take accurate notes and minutes of meetings</li> <li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</li> <li>• Co-ordination skills when arranging meetings and appointments and arranging client care when required</li> <li>• Ability to monitor and process accurate financial records</li> <li>• 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.</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>• Knowledge of the services provided by Kent Adult Social Services and detailed knowledge of services provided by the team</li> <li>• Knowledge of the Mental Capacity Act 2005/Deprivation of Liberty Safeguards 2007, Care Act 2014, and the multi-agency Safeguarding Adult Protection framework</li> <li>• Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol</li> <li>• Knowledge of a range of IT systems</li> </ul>

	<ul style="list-style-type: none"><li>• Knowledge of computerised and manual filing systems</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• 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</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• Open</li><li>• Invite contribution and challenge</li><li>• Accountable</li></ul>