

Kent County Council

Job Description: *Administration Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Adult Services Provider Unit
Grade:	KR5
Responsible to:	Unit Manager

Purpose of the Job:

Provide an administrative/clerical/secretarial support service to a manager, group of managers or a team, to assist in the smooth running of the service and 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 Unit/section, 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, and receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
- 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.
- Support the day to day clerical and administrative functions of the team/service, in particular the induction and supervision of Level 1 and 2 administrative staff, in addition to the monitoring of emails and telephone messages for appropriate team members, stationery ordering and 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 seminars 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 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.
- Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, processing charges and monitoring expenditure against budgets, as well as the administration of petty cash, identifying and investigating anomalies and proposing solutions on behalf of the line manager, in order to ensure that financial information and procedures relating to the team are accurate, up to date and in accordance with finance regulations and Directorate procedures.
- Support managers and practitioner staff with client care issues, including arranging transport for clients, taking and recording referrals, making routine bookings and ordering routine equipment for clients, undertaking basic research using the internet, making up client files and chasing actions, in order to enable the manager to progress professional staff care issues.

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*

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

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

	CRITERIA
QUALIFICATIONS	Educated to GCSE level NVQ2 Be working towards NVQ3
EXPERIENCE	Two to three years office administration experience
SKILLS AND ABILITIES	Good keyboard and minute taking skills Supervisory skills Computer literate Literate and numerate Good interpersonal and organisational skills Confident telephone manner Able to prioritise workload and work to deadlines Able to work on own initiative Works well under pressure Confidential, ability to work as part of a team Professional approach
KNOWLEDGE	Knowledge of working system, i.e. filing
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: <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>