

## Kent County Council

### Job Description: Administration Officer

---

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Kent Shared Lives  
**Grade:** KR5  
**Responsible to:** Shared Lives Registered 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.
- Act as the main point of contact for the Service, 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, to ensure that staff, service users and members of the public who contact the Service 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 addition to the monitoring of emails and telephone messages for appropriate team members, stationery ordering and the processing of mail etc., 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 Service, 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 nonstandard 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 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.
- Supporting Business Support Officer to process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices, 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 Business Support Officer and Referrals Officer with, taking and recording referrals and setting up individuals files.
- Support the Business Support Officer with the administration of Host payments. Request provisions for placements, setting up new suppliers, creating and sending of invoices, adjustments to fees, management of errors, processing accurate remittance notes and correspondence with Shared Lives Hosts.
- Support to the Recruitment Officer with recruitment and advertising of prospective Hosts, including taking enquiries, sending out information and following up enquiries by phone and email in a timely manner, setting up Host files including draft documents and inputting on relevant databases, chasing up references and outstanding training and other ad hoc duties as required.
- Design and distribute quarterly Host Newsletters using online tools including updating the service on recent events, news, good stories and adding reminders. To monitor and analyze the quarterly reports to improve opening and click rates.
- To carry out local authority checks on in house systems on new Host applications for any information which may impact assessments, investigating, handling and recording of confidential information. Also requesting copies of Fostering Form F assessments from Children's services or external Fostering agency.
- Processing of employments checks for Hosts, handling and recording of sensitive information and dealing with any discrepancies or queries with both applicants and other professional teams.

- Monitor, update and support the Team/Hosts with training including setting up of e-Learning accounts, enrolling Hosts onto training courses, act as the first point of contact for support with training-related needs and update the files/databases accordingly.
- To carry out quality assurance audits on a yearly basis, contacting key stakeholders using a variety of communication methods to ascertain, correlate responses for distribution to the team and senior management.
- Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council's Green Agenda, encourage double-sided photocopying, switching off consoles and lights etc.

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.

## 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.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent or</li> <li>• NVQ2 in Administration or equivalent if required</li> <li>• Willingness to work towards NVQ3 in Administration or equivalent if required</li> </ul>
<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, using Windows WP package, Excel spreadsheet and database functions</li> <li>• Excellent telephone manner</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 complex 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 Social Services and detailed knowledge of services provided by the team</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 Information Technology systems</li> <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>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> <li>• </li> </ul>