

## Kent County Council

### Job Description: *Administration Officer*

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**Directorate:** Adult Social Care Services & Health

**Unit/Section:** Short breaks

**Grade:** KR5

**Responsible to:** Registered Manager

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

Provide an administrative/clerical/secretarial support service to the Short Break Unit 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 Registered 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 Short Break Unit, answering basic queries, assessing the nature of telephone calls, referring them to the appropriate person. Receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, the person supported 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. 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 unit, in particular the induction and supervision of Level 1 and 2 administrative staff, in addition to monitor 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 unit.
- Arrange and coordinate appointments and meetings on behalf of the Registered Manager and other staff within the Unit, including large gatherings such as meetings 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 Registered Manager as directed, 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 Registered Manager. 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 the Registered Manager and unit staff with operational issues, including arranging transport, making routine bookings and ordering routine equipment for people, undertaking basic research using the internet, making up the person's files and chasing actions, as directed by the Registered Manager.

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 minimum criteria will be shortlisted.

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

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level or equivalent in Mathematics and English  NVQ2 or equivalent
<b>EXPERIENCE</b>	Proven experience in office administration
<b>SKILLS AND ABILITIES</b>	Good keyboard and minute taking 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
<b>KNOWLEDGE</b>	Knowledge of office processes  Knowledge of computer systems such as word and excel
<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b>  Open  Invite Contribution and Challenge  Accountable  <b>Behaviours:</b>  Be customer focused  Be visible and approachable to partners, public and staff  Listen carefully and act on what is being said – use clear language  Work to find positive solutions, be creative.