

Kent County Council

Job Description: County Placements Team - *Administration Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	OSU Access to Resources
Grade:	KR5
Responsible to:	Placements Coordinator

Purpose of the Job:

Provide an administrative support service to the County Placements Team, who are responsible for making long and short term residential and nursing placements for vulnerable adults. You will be responsible to assist in the smooth running of the service, and ensuring data is up to date.

Main duties and responsibilities:

- Produce all types of admin support as required.
- Act as the main point of contact for the team, working the mail box, 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; ensure that staff, service users and anyone who contacts the team are dealt with efficiently and consistently.
- Take referrals, update system, record on Mosaic generate purchase orders, produce letters.
- Ensure effective communication with a range of people including external providers, service users and their representatives.
- Develop, maintain and monitor all office systems, including the tracker, and filing systems. 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. Monitor emails and mail box and telephone messages. Order stationery and equipment in order to facilitate the smooth running of the team.
- Undertake daily vacancy mapping and providing information to staff, providers, service users and their relatives.
- 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.
- 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. 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 staff with client care issues, including 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.
- Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council's Green Agenda, e.g. double-sided photocopying, switching off consoles and lights etc.
- You will be required to work flexibly including bank holidays, weekends and evenings.

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 criteria will be shortlisted.

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

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent or • NVQ2 in Administration or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Office administration experience • Experience of drafting correspondence
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Literacy and numeracy skills. • Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions and Swift. • Ability to communicate with a range of people including providers. • Interpersonal, organisational and administrative skills. • Ability to communicate with vulnerable adults and their representatives. • Ability to develop and maintain effective computerised and manual filing systems. • Ability to organise and prioritise workload to achieve deadlines. • Ability to investigate complex queries and anomalies when required. • Ability to take accurate notes and minutes of meetings. • Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned. • Co-ordination skills when arranging meetings and appointments and arranging client care when required. • Ability to monitor and process accurate financial records. • 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.

	<ul style="list-style-type: none"> • Commitment to equalities and the promotion of diversity in all aspects of working. • Ability to work flexibly and reacting in an emergency for business continuity.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of older people. • Understanding of Data Protection Act and confidentiality issues. • Knowledge of a range of IT systems including Swift. • Knowledge of computerised and manual filing systems. • 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. • Understanding of business continuity. • Understanding of residential and nursing care.
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <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.