

Directorate: Adult Social Care and Health

Unit/Section: Adult Social Care and Health

Grade: KR6

Responsible to: Line Manager

Purpose of the Job:

Ensure the provision of an administrative support service to assist in the smooth management of the service, usually through the supervision of a team of support staff, or a high level secretarial/personal assistant service to a manager/group of managers/team.

Main duties and responsibilities:

- Provide a comprehensive personal assistance and secretarial support service to a Senior manager/group of managers/team, including diary and time management, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, in order to enable the line manager to discharge their duties effectively.
- Assist with the recruitment, supervision, training and appraisal of support staff, including the monitoring of quality, levels and timescales of work, ensuring that there is adequate cover, in order to provide an efficient and effective secretarial and administrative service.
- Plan, organise and coordinate internal and external meetings, including large gatherings such as seminars involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
- Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the manager is involved, correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary.
- Oversee the development and review of all office systems, including the database and filing systems, both computerised and manual, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Research, coordinate and analyse data, chasing individual responses from senior managers relating to specific issues on behalf of the line manager, to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.
- Act as first point of contact and take appropriate action in relation to queries from Members of the County Council, the Chief Executive, Chief Officers, Government officials and others to ensure that these queries are dealt with effectively and in a professional manner.

- Oversee the administration of financial systems relating to expenditure and income, e.g. processing invoices, monitoring expenditure, managing imprest accounts and processing changes, in accordance with financial regulations and directorate procedures.
- Ensure that the manager and other staff are supported in the provision of high quality client care by implementing systems for arranging client transport, taking and recording referrals, making routine bookings and ordering routine equipment for clients, completing client documentation and undertaking research in order to enable the manager to progress professional social 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, eg 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: *Senior 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	Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent Willingness to work towards NVQ3 if required
EXPERIENCE	<ul style="list-style-type: none">• Experience of working for a senior manager in local Government• Experience of drafting reports and correspondence• Experience of supervising staff
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Report-writing skills and ability to draft correspondence• Supervisory skills• Ability to undertake training and recruitment• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts• Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Windows wp package, Excel spreadsheet and database functions• Ability to undertake research and analyse data• Diary and time management skills• Ability to organise own workload and that of others to achieve a range of deadlines• Ability to balance constantly changing priorities• Ability to work within a climate of change• Ability to take a proactive approach• Ability to develop, monitor and maintain effective computerised and manual systems and to suggest improvements• 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 arrangements when required• Ability to oversee the administration of financial systems• 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.• Commitment to equalities and the promotion of diversity in all aspects of working

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the services provided by Kent Adult Social Services and detailed knowledge of services provided by the team • Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol • Knowledge of a range of IT systems • Knowledge of computerised and manual filing systems • Awareness of new initiatives, policy changes and the impact of any restructuring within the Directorate • Awareness of Data Protection and confidentiality issues • 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
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <p>Invite Contribution and Challenge</p> <p>Accountable</p>