

**Directorate:** Adult Social Care and Health

**Unit/Section:** OSS / RMA Service

**Grade:** KR3

**Responsible to:** Business Support Officer

**Purpose of the Job:**

Provide an administrative/clerical/secretarial support service to assist in the smooth running of the service.

**Main duties and responsibilities:**

- Type a range of documents using Word, including letters, memos and meeting notes, checking and amending where necessary to ensure that the final version is accurate.
- Act as the main point of contact for the Unit/section, answering routine enquiries, assessing the nature of telephone calls, and referring them to the appropriate person in liaison with the line manager where necessary, receiving visitors in a courteous, prompt and efficient manner, to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
- Use an accurate filing system, so that documents can be found quickly and easily.
- Provide administrative support to the team, including stationery ordering, dealing with incoming and outgoing mail, reporting faulty machinery and equipment, shredding where required, ensuring that the office runs smoothly.
- Arrange meetings and appointments on behalf of the line manager and other staff within the Unit, sending the relevant documents to staff as required and taking accurate notes of meetings when required.
- Input information on spreadsheets, highlighting possible errors, so that accurate figures are available for the manager to use.
- Fill in annual leave, sickness absence and travelling expense forms, for the team and manage team diaries, referring any problems to the line manager, to ensure that the information held for each person is accurate.
- Keep simple financial records and process invoices for payment, referring any problems to the line manager, to ensure that financial records are accurate.
- Support and encourage 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.

*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.*

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 OR EXPERIENCE</b>	<p>Educated to GCSE level or equivalent or: Previous paid employment or voluntary work experience – e.g. school governor or: Participation in extra-curricular activities at school or college - e.g. Duke of Edinburgh Award Scheme</p>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills – ability to read and write, put items in alphabetical order, add and subtract figures and to use a calculator</li> <li>• Computer literacy – ability to use a computer and produce a range of accurate documents, using Windows WP package and basic spreadsheet/database and accurately input information, once training has been provided</li> <li>• Ability to work to deadlines, eg when studying</li> <li>• Ability to interact courteously and confidently with other people</li> <li>• Confidence and ability to ask questions relating to achieving the task</li> <li>• Confident telephone manner and ability to write down accurate messages</li> <li>• Good organisational skills, gained either through a course of study or within paid or voluntary work</li> <li>• Ability to use a filing system, once training has been provided</li> <li>• Ability to take accurate notes of meetings – experience could have been gained through school or college lecture notes</li> <li>• Ability to retain and use a range of new information</li> <li>• Ability to work confidentially, keeping work-related issues and discussions in the workplace</li> <li>• Willingness to attend training courses which help you in your current role and develop your potential for other roles</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> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness of the services provided by Kent Adult Social Services or Kent County Council</li> <li>• Awareness that work-related issues, conversations, information and data are to be kept confidential within the workplace</li> <li>• Awareness of equalities and diversity issues – respecting the needs and views of other people</li> <li>• Understanding of health and safety issues within the workplace, once these have been explained</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p>Kent Values:</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> </ul>