

Health and Adult Social Services Administrator

Integrated Health and Social Care team

Job Description and Person Specification
April 2016

Job Description

Job Title:	Administrator
Department:	Health and Adult Social Services
Function:	
Team:	Redbridge Cluster Team
Post number:	Various
Grade:	LBR 4
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Redbridge Cluster
Reports to: <i>Job title</i>	Admin Officer
Responsible for: <i>Job titles of direct reports</i>	-
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To provide high quality business support to the integrated multidisciplinary teams providing Health and Adult Social Services to people in Redbridge.</p> <p>The post holder will respond flexibly, positively and successfully to the ever changing pressures which arise in the service area. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. However, it is neither exhaustive nor inclusive and will be changed from time to time to meet changing circumstances and demands.</p> <p>The post holder may have areas of individual responsibility which will be identified and determined by the Admin Officer</p> <p>The post holder will use their initiative to handle processes and to resolve problems and queries based on experience and judgment. They will receive clear guidance but will perform with minimal day to day supervision.</p> <p>The post holder will deliver a person centred service, good customer service and effective working relationships.</p>
Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • GP's • Members of the public • Service Users • Voluntary Sector organisations
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Other Cluster Staff • Hub Staff
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> • Support to budget monitoring processes
Key areas for decision making:	<ul style="list-style-type: none"> • Organising meetings venues • Managing people's calendars

Key accountabilities and result areas:	Key elements:
Administration	<p>This will involve:</p> <ul style="list-style-type: none"> • Use understanding of business support processes and systems to prepare reports and other materials using standard and some non-standard formats and software. • To deliver a range of business services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity. • Feed suggestions and consultations into section/department/functional/work unit's information systems. • Maintains records using manual systems, database & spreadsheet applications • Monitor budgets, report variances and highlight areas of potential overspend or concern. • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. • Maintain financial, and/or stock records for reconciliation, and review data to contribute to resource planning • Assess/analyse service user/client activities • Perform support tasks which contribute towards an area which is specialist in nature and/or delivering own work from start to finish. • To undertake the gathering of research information for projects. • Ensure a range of activities and schedules are delivered according to agreed deadlines and standard • To undertake routine administrative tasks as required e.g. filing, photocopying, shredding, dealing with post. • To assist in the organisation of internal and external events e.g. functional unit meetings, seminars, conferences, training courses • To arrange meetings and undertake the full range of minute-taking duties as required. • To produce a variety of documents using standard software applications (e.g. Microsoft word, excel, PowerPoint etc.) • To develop and maintain records and systems using standard software applications (as above).

Customer Focus	<p>This will involve:</p> <ul style="list-style-type: none"> • Respond and resolve enquiries and problems, judging when to pass complex queries on or involve others, in order to provide an effective service and clear advice to colleagues and customers. • Deliver a range of customer services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity. • Provide support to the function/service and be the first point of contact for service users/clients/members of the public/visitor
General	<p>This will involve:</p> <ul style="list-style-type: none"> • Work effectively with team members and others across the Council in providing and promoting a service. • To attend and participate positively in team and other meetings as required. • To provide cover in the absence of administrators as and when required and determined. • To comply fully with all Council and Service Area Policies such as Equalities & Diversity, Performance Management & Supervision, Health & Safety, Absence Notification and the Email and Internet Policy. • To comply with the Council's commitment to achieving equality of opportunity. • To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> • Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of NELFT and the Council's databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistle blowing	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title	Administrator		
<i>Method of candidate assessment: A = Application form, I = Interview, T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	• Educated to GCSE standard or equivalent	A	3
	• NVQ Level 2 in Business Administration	A	2
Minimum experience/ knowledge/ skills:	• Substantial administrative experience.	A	3
Office Skills	• Effective IT skills – ability to use MS Office (or similar) systems to produce documents, presentations, reports etc and to input, retrieve and analyse data from IT systems.	A - I - T	3
	• Ability to manage time, work to deadlines and prioritise work in an effective and productive manner.	A - I	2
	• Ability to be flexible and respond to customer needs.	A - I	3
	• Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.	A - I	2
	• Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions.	A - I	2
Interpersonal Skills	• Ability to display a sound understanding of equality issues, is mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination.	A - I	2
	• Ability to communicate verbally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by the recipients.	A - I - T	3
	• Ability to work as part of team and has a clear understanding of team-working.	A - I	3
	• Ability to promote and give a positive image of the team, the service area and the council.	A - I	2
Personal Effectiveness & Self-development	• Takes responsibility for own development, actively pursuing learning and development opportunities.	A - I	2
	• Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands.	A - I	3