

JOB DESCRIPTION

Job Title: Locality Support Administrative Assistant		Ref No:	JE Ref: G654
Department: Social Work Services		Band: 5	Location:
Responsible To:	Administrative Officer		
Responsible For:	N/A		
Job Purpose:	To be responsible for providing support, guidance and assistance to operational teams, service users and their stakeholders, in order assist with the promotion and integration of Our Council's key objectives, including enabling operational staff to work smarter, maximising their use of available ICT and self-help tools		
Main Responsibilities:	<div><div>1)</div><div>Provide a high level of administrative support to Locality management teams, in line with the Business Support Service Offer 2019</div></div> <div><div>2)</div><div>Work in a supportive role alongside the operational teams providing advice, guidance and training in access to systems and the use of available technology including self-help tools.</div></div> <div><div>3)</div><div>To undertake a co-ordinating role in relation to the issue and monitoring of Pre-paid Cards, reviewing compliance and investigating queries</div></div> <div><div>4)</div><div>Liaise and maintain relationships with internal and external colleagues, individuals and organisations, ensuring effective communication and appropriate responses to complex enquires in line with the needs of the service.</div></div>		
Job Activities:	<div><div>1)</div><div>Support service users by providing information, advice and assistance in accordance with operational priorities.</div></div> <div><div>2)</div><div>To be responsible for progressing discrepancies highlighted in Pre-paid Card Provider reports in relation to pre-paid card accounts and escalating findings to the appropriate manager</div></div> <div><div>3)</div><div>Assist in the process of gathering information and identifying the needs of individuals and families as assigned</div></div> <div><div>4)</div><div>Accurately support the administration of internal and external meetings as required in line with the Business Support Service Offer 2019</div></div> <div><div>5)</div><div>Support service managers to manage performance effectively by providing monitoring information as required including workload management data/budget monitoring information, staff absence information etc. Support managers in accessing the most up to date records using service related or corporate computer data systems or software</div></div>		

	<p>6) Support the monitoring and review of single service care packages.</p> <p>7) Under the direction of Senior Social Worker, liaise with Social Work colleagues and other partner providers to ensure that service users are signposted to the most effective pathway.</p> <p>8) Monitor information systems for housekeeping issues and provide training / support to team members, where required.</p> <p>9) Participate positively in team meetings and supervision sessions.</p> <p>10) Observe strict confidentiality, exercise tact and discretion in carrying out tasks ensuring adherence to Corporate and Directorate Information governance guidelines, policies and GDPR requirements.</p> <p>11) To adopt a flexible approach to workload ensuring that the competing demands are managed and the prioritised needs of the service are met.</p> <p>12) To carry out any other duties commensurate with the level and nature of the post as directed and consistent with the job purpose.</p>	
Performance Management	<p><i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i></p> <ul style="list-style-type: none"> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities. 	
Prepared by:	Support Service Managers	Date:07/01/2019

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