

Role Profile - Senior Operational Support Assistant

INFORMATION ABOUT THE ROLE:

Group: Integrated Adults and Social Care Services

Service: Adult Social Care & Independent Living Provider Services

Location: Peripatetic

Line Manager: Operational Support Officer

Car User Status: N/A

SCP 8-11 - £22,777 - £24,054

WHAT WE WANT YOU TO DO...

- To provide a high level of customer service to service users, members of the public, external organisations and internal customers via telephone, letter, email and in person to ensure an ongoing provision of a high-quality service within Adult Social Care
- To assist in the implementation, monitoring and reviewing of administrative systems and procedures, to support best practice and continuous improvement
- To create, input and retrieve data and maintain electronic information systems to ensure that client data is kept accurate and current, ensuring adherence to quality standards and upholding confidentiality at all times
- Assist with the maintenance of financial/budget monitoring systems ensuring that all cash handling and associated procedures are carried out and maintained in line with the Council's financial regulations.
- To attend and service various meetings including venue bookings, minute taking, agenda's and producing the minutes within guidelines and timescales.
- Support to all managers within the Service as per agreed protocols.
- Such other responsibilities allocated which are appropriate to the grade of the post.
- This position will require working weekends.



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WHAT YOU NEED TO BE SUCCESSFUL... *THE ESSENTIALS*

THE KNOWLEDGE

- Working knowledge of computer packages including word and excel

THE EXPERIENCE

- Working in business administration environment.
- Conveying, servicing meetings.
- Organising and prioritising your work and that of the team.
- Meeting deadlines.
- Effective written and oral communication skills demonstrating a high standard of accuracy.
- Implementing, monitoring and reviewing admin systems and procedures.
- Good organisational skills.
- Maintaining professional manner when dealing with someone who may be distressed or anxious.

THE QUALIFICATIONS

- NVQ Level 3 in Business Administration or equivalent.

OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses appropriate methods to express information in a clear and concise way to make sure people understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences

