

Role Profile – Senior Operational Support Assistant

INFORMATION ABOUT THE ROLE:

Group: Integrated Adults and Social Care Services

Service: Business Support & Improvement

Location: Civic Centre

Line Manager: Senior Operational Support Coordinator

Car User Status: N/A

Grade E - £22,777 - £24,054

WHAT WE WANT YOU TO DO.....

- Provide an effective and efficient administrative support to the Management Team and wider Adult Social Care Service to ensure a high-quality service is provided to Clients.
- To assist in the implementation, monitoring and reviewing of administrative systems and procedures, to support best practice and continuous improvement.
- To undertake financial processes including raising orders and processing invoices, ensuring that all associated procedures are carried out 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.
- To deliver a high level of customer service to Clients, members of the public and external organisations via telephone, letter, E-mail, Microsoft Teams and in person to ensure the ongoing provision of a high-quality service.
- To create, implement and maintain electronic and paper-based information systems, ensuring that financial and client data is accurate and up to date, including updating case management systems.
- To deal appropriately with sensitive client data, ensuring that confidentiality and data protection is always maintained in order to adhere to Council policies and procedures as well as laws and legislation.
- Such other responsibilities allocated which are appropriate to the grade of the post.



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

THE KNOWLEDGE

- Data Protection and Confidentiality.

THE QUALIFICATIONS

- NVQ Level 3 in Business Administration or equivalent or willing to work towards.

THE EXPERIENCE

- Using Microsoft Packages including Word, Excel and Outlook
- Working in a business administration / office environment
- Working as part of a team
- Organising and prioritising your workload
- Meeting deadlines / working within required timescales
- Effective written and oral communication skills, demonstrating a high standard of accuracy
- Dealing professionally with service users/ customers
- Arranging and taking minutes at meetings



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

