

Job Description

For Administrative Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Deputy Team Administrator	JEID	AD002
Salary Grade:	Grade F		
Team:	Initial Response Service		
Service Area:	Children and Families Business Unit		
Primary Location:	Saltisford, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Administrator		
Responsible for:	Business Support Officers		

Role Purpose

The Initial Response Service is a new, countywide service which is made up of the Multi Agency Safeguarding Hub (MASH), Child Sexual Exploitation Team (CSE), Missing Persons Team, Emergency Duty Team (EDT) and the Domestic Abuse Social Worker Service.

We are looking for an experienced administrator to employ as a Deputy Team Administrator to support the Team Administrator in supervising some of the day to day tasks of the Business Support Officers for the Initial Response Service.

Role Responsibilities

To support the administration of social care and safeguarding notifications and requests for information, including reference checks.

To support the Notifications Officer DTA to ensure all notifications and requests for information are processed within set timescales and in line with relevant legislative requirements.

To ensure confidentiality of information in respect of records maintained and tasks undertaken in accordance with the Data Protection Act.

To accurately record information and to research, assess and identify information to respond to requests using a variety of different data systems and processes.

To contribute to and support the design and implementation of improvements to safeguarding notifications and other business support processes and systems.

To undertake financial processes using Agresso including raising orders, paying invoices and raising internal invoices.

Deputise for the Team Administrator in their absence.

Ensure that the e-mail inboxes of the service are appropriately monitored by Business Support Officers.

Organising and booking in meetings and allocating a Business Support Officer to minute these meetings.

Supporting the Team Administrator in running the administrative processes across the Initial Response service.

Ensuring referrals into the service are directed to the appropriate Social Work Teams.

Assign and monitor allocated administration work to Business Support Officers, including letter distribution, data input and taking phone calls.

Other administration tasks requested in order to meet the demands of their service.

Any other duties that the County Council shall from time to time determine.

To ensure that health and safety responsibilities are carried out in accordance with the department's Health and Safety Policy and Procedures.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Administrator – Level 2
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Main Tasks

- To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies

and take minutes /notes as required.

- To communicate effectively within the team and provide a customer focussed service.
- To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries.
- To manage the work of a small team and deputise for the Team Administrator as required.
- To support the efficient operation and provision all office services and equipment.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks in accordance with relevant procedures.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A, I
To be able to independently interpret and analyse information and facts to solve varied problems	A, I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	AIT
To be able to work with some initiative and little close supervision	A, I
To be able to use own initiative to respond independently to problems and unexpected situations	AI
The ability to work under pressure including meeting deadlines and dealing with interruptions	AIT
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Ability to supervise a small team, including work allocation, monitoring performance management and support	A, I
Experience of accounting for considerable sums of money	A, I
Experience of handling and processing manual or computerised information	A, I

Desirable Criteria

Assessed By:

Experience of office administration and / or relevant qualification.	A, I
Previous office experience in a public sector environment.	A, I
Experience of working in adult or children's social care.	A, I

Experience of financial administration.	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery

<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	