Post Specification

Post Specification - Key Information

- **Post Title: Administrative Assistant (Care Services)**
- **Date: August 2023**
- **Post Group Number: 1501**
- **Job Family: Business Support**
- **Job Family Role Profile: BS4**
- **Final Grade: Grade 4**

To be read in conjunction with the job family role profile.

Service Area Description

Older Adults Residential Care, Care, Provider Services

Purpose of this Post

To provide administrative support to enable the efficient and effective operation of Care Services

Key Job Specific Accountabilities

This job and this description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially, and it is neither exhaustive nor inclusive and is subject to review periodically to meet changing circumstances and demands.

As part of a larger team and as directed by your immediate supervisor, undertake work to

- support the business and service units within Care Services.
- Process documents and data quickly and accurately ensuring that all Westmorland and Furness Council
- Westmorland and Furness Council procedures and guidelines are followed and that targets and objectives are achieved, thereby contributing to the success of Care Services.
- Deal with Customers, Suppliers and Colleagues in a polite and professional manor ensuring a quality service at all times.
- You are responsible for your own Health and Safety and that of other people in the course of your work and are expected to take any necessary/ appropriate action to ensure this.
- You will co-operate with your employer to ensure that Health and Safety requirements are fully met.

Key tasks may include the following:

- Data processing for corporate and departmental information systems.
- Maintaining data in databases and spreadsheets.
- Word process, memos, letters, reports and other documents.
- Maintaining manual record systems.
- Maintaining filing systems.
- Order supplies and services.
- Liaise with staff in other sections, business units, departments and other agencies.

- Process invoices, timesheets and other documentation.
- Carry out general office and telephone duties.
- Operate general office equipment e.g. photocopier, fax machines etc.
- Provide assistance and cover for other members of the team and undertake duties commensurate with your grade as may be delegated.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities**: N/A
- **Staff Management Responsibilities:** N/A
- **Other:** Take an active part in supervision and appraisal reviews to maximise opportunities for continuous professional development. · Take an active part in staff teams meetings to share good practice.

Essential Criteria

Qualifications, Knowledge, Experience, Expertise

- RSA Level 11 Word Processing
- Competent use of Microsoft Windows, Microsoft Word, Excel, PowerPoint
- NVQ Level 3 in Business admin or OND/ BTEC
- At least one year's Administrative / clerical experience to include record keeping and filing.
- Data input and maintenance of records on computerised systems.
- Word processing memos, letters and reports.
- Customer Care - Strong Customer focus and a desire to deliver a quality service.
- Flexibility - A willingness to be flexible to support changing requirements of customers
- Team working - An ability to work in a team environment, working together to develop and
- continually improve the service.
- Communication - The ability to communicate pleasantly and effectively with colleagues and
- customers in writing, verbally and on the telephone.
- Able to use own initiative.
- Able to prioritise workload to meet deadlines.
- Able to work additional hours with notice.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check

Job Working Circumstances

- **Emotional Demands:** Minimal Exposure
- **Physical Demands:** Limited physical demands
- **Working Conditions:** Minimal disagreeable, unpleasant hazards and considerable adverse exposure
- **Other Factors:**

Other Factors:

- Undertake work at other Care Services establishments within the district/locality to meet service requirements. (Each event / situation will be considered by management as to each individual's circumstances)
- Attend training and development events as directed by your line manager and in line with Care Quality Commission (CQC) requirements.