

Hertfordshire County Council Job Outline



Job Title: Senior Support Officer

Grade: H5-H6

Reports To: Team Manager

We have a wide range of administration and secretarial jobs available across the county. By filling in the Application Form and providing a supporting statement you will then be registered on our Admin Database and will be contacted by the Recruitment Centre when suitable vacancies arise to discuss whether you wish to be put forward. You need only apply once.

Purpose of the Job

This post provides business and administrative support to individuals, teams or departments as appropriate.

Main Areas of Responsibility

Duties may involve a combination of the following tasks:

Manage team recruitment, team performance, work schedules and commitments ensuring all appropriate coaching, training and development is provided

Manage the provision of a full range of administrative duties, deal with all general matters and more complex correspondence including invoices, timesheets and so on according to local procedures as well as management of local projects and corporate initiatives

Update and manage computer databases and spreadsheets, provide reports and compile information such as statutory returns, and manage and track expenditure

Maintain confidentiality, respond to enquiries and telephone calls and provide required information to internal and external customers

Provide professional support to senior officers and managers, undertaking an ambassadorial role dealing with confidential and sensitive matters, first point of contact for Senior Managers

Undertake research work, compiling reports/briefings, assessing the impact of changes and making recommendations

Manage utilisation of and provide expertise in software packages such as Microsoft Office, production of documentation according to local procedures and statutory/legal requirements

Responsibility for Health and Safety for team/work area

Overall budgetary responsibility within set boundaries, including responsibility for petty cash

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application forms are completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

If you require an enhanced or standard DBS check, you must sign up to and maintain registration with the DBS Update Service whilst employed by the council (costs will be refunded by the council). In line with the requirements of the Update Service you will be required to maintain your personal information.

If you fail to disclose any caution, reprimand or conviction which is later identified on your criminal background check you may be subject to disciplinary action and the Council will review your criminal background record periodically during your employment to identify any changes in circumstances that may be detrimental to your employment.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

Although there are no specific qualifications required for these roles previous experience in service delivery or a business related qualification would be beneficial.

You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills.

You will be self motivated, professional and approachable providing excellent team support and best practice at all times.

You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Good organisational skills

Good communication with professionals, social workers, clinical and nursing staff, families and carers

Managing Internal and external Expectations and pressures from NHS England

Matching Clinical and Experts by Experience to each CTR /CETR

Room bookings, conference calls and arranging travel if needed for the panel.

Chasing up recommendations and actions by sending emails to named worker.

Booking in multiple diaries CTR / CETR dates for holding.

Managing external staff, calling them for availability and chasing them for responses.

Processes invoices fooling CTRs/CETR

Managing CTR & CETR inbox / spreadsheets

Looking at costings of each CTR / CETR and recording them.

Recording and updating data of admissions, CTRs and CETRS for the CCGS and NHS to ensure accurate records.

Attendance as part of induction to CTRs/ CETRS and

Recruitment of new Experts by Experience Checking DBS, references and sit in with CTR / CETR managers when meeting with new panel members