



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Service Agreement Assistant

DEPARTMENT: Adult Social Care and Health

LOCATION: Eastbourne

GRADE: East Sussex Single Status 3 (Bar) 4

RESPONSIBLE TO: ASC Financial Services – Team Leader

Purpose of the Role:

Accurate recording of ASC authorised care packages against the Department's client data base to ensure correct recording and data is accurate for the department's performance indicators. To accurately set care package contractual arrangements in the department finance system that reflect both service and payment arrangements.

Key tasks:

1. To validate service agreements requests from the departments IT tools ensuring request accurately reflects the agreed service and cost.
2. To accurately enter the agreed service and care package in the departments Client data base (LiquidLogic Adults System)?
3. To identify and resolve any duplicated or overlapping care packages.
4. To set the agreed service delivery, cost and budgetary allocation in the departments Client data base (LiquidLogic Adults System).
5. To complete the appropriate contractual document for the service.
6. To issue and monitor contracts to providers or client's.
7. To query data with teams and establishments.
8. To provide general clerical support work and routine tasks as necessary and appropriate in support of the work of the team.
9. To assist in the production and distribution of information relating to the team.
- 10.
11. To participate in team meetings, supervision and training as required, including full participation in the Personal Development System (PDS).
12. Actively contribute to own personal development, and to the developing role of the Service Placement Team across all specialism's.

13. To work effectively as a team member, promoting effective communication and team cohesion.

Addendum for Progression to SS4;

14. To contact and discuss requirements of direct payments packages with client's and their representatives.

15. To respond to complex queries and provide remedial actions to ensure the delivery and continuity of care.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

JOB TITLE: Service Agreement Assistant

GRADE: Single Status 3/4

Essential key skills and abilities

These criteria will be assessed at the application and interview stage

- Excellent customer/client service orientation.
- Ability to identify and respond to the needs and views of a range of customers/clients.
- Ability to deal effectively with difficult situations involving others.
- Ability to negotiate and problem-solve with internal customers (including those more senior) to achieve results.
- Effective prioritising and time management skills.
- Effective organisational and administrative skills.
- Ability to promote and give a positive and professional image to the service.
- Ability to work cooperatively and supportive as a team member, working well with others.
- Ability to think creatively.

Essential education and qualifications.

These criteria will be evidenced via certificates, or at interview

- Good general level of education, including English and Mathematics at GCSE grade A-C, or demonstrably equivalent abilities.
- Level 2 Customer Service Practitioner qualification or willingness to complete Customer Service Practitioner (Level 2) apprenticeship which will be funded by the Council.

For more information on apprenticeships and the training available for this position please visit our [apprenticeship page](#) on our website

Essential knowledge

These criteria will be assessed at the application and interview stage

- Awareness of Health and Safety at Work.
- Knowledge of Equality and Diversity Issues.

Essential experience

These criteria will be assessed at the application and interview stage

- Experience of communicating by telephone and email.
- Experience of electronically recording information.
- Experience of using IT packages, including MS Word, database, EXCEL and a client database system.

Other essential criteria

These criteria will be assessed at the application and interview stage

- High level of personal commitment.
- Receptive to new ideas.
- Consistently seeks out and act upon feedback on own performance, adopting a 'learning attitude' to all work activities.
- Initiative.

Date (drawn up): May 2012

Name of Officer(s) drawing up person specifications: FRG Working Group 2012

Job Evaluation Reference: JE8063

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes/No
Working with children/vulnerable adults	Yes/No
Moving & handling operations	Yes/No
Occupational Driving	Yes/No
Lone Working	Yes/No
Working at height	Yes/No
Shift / night work	Yes/No
Working with hazardous substances	Yes/No
Using power tools	Yes/No
Exposure to noise and /or vibration	Yes/No
Food handling	Yes/No
Exposure to blood /body fluids	Yes/No