

Job Description and Person Specification

Job title:	Administrator
Directorate:	People
Service:	Adult Social Care
Team:	Adult Social Care - West Locality
Post number:	03566
Salary grade:	D
Work location:	Market Street
Reports to:	Administration Officer
Supervises:	N/A

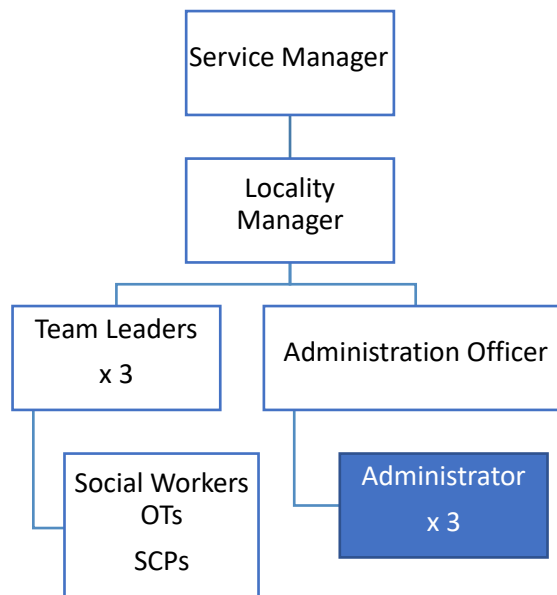
Job Purpose

To support the Adult Social Care team by providing administrative support, to include:

- Data inputting and processing
- Finance processing
- Personnel recording
- Data quality recording
- To take minutes at team meetings/other designated meetings as directed by the Administration Officer

This is a front-facing role which requires fluency in the English Language.

Structure Chart



Main Duties and Responsibilities

- To maintain all administration systems within the team as required by WBC i.e. electronic, paper
- To undertake financial duties required by WBC including reconciling accounts, processing orders and invoices, assist with management of financial affairs of vulnerable customers.
- To undertake general office and administrative duties including minute taking, correspondence, filing, maintaining office supplies
- To conduct research, provide reports and data inputting and analysis to ensure customer services are actioned
- To respond to and deal appropriately with enquiries received via phone, post, electronically or in person including assisting customers who may be distressed or have disabilities / impairments
- To comply with all statutory and WBC Policies and Procedures appropriate to job role
- To participate in training and development appropriate to the role including supervision, appraisals, meetings etc
- To promote equality as an integral part of the role, treating everyone with fairness and dignity
- To recognise health and safety as a responsibility of every employee, to take reasonable care of self and others and to Comply with WBC health and safety policies, procedures and rules, that apply to this role
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

No budgetary or resource control
 Frequent contact with the public

Person Specification

Qualifications	Essential/ Desirable
GCSE grade C in English, Maths and ICT or equivalent	E
Level 2 in Admin / IT	D
Experience	
Experience of working within a customer-focused office environment	D
Knowledge and understanding	
Familiar with electronic financial systems (e.g. WBC uses Agresso) and electronic client records systems (Care Director)	D
Administration systems	D
Knowledge of self-directed support process /personalisation / personal budgets	D
Skills and abilities	
Ability to use Outlook, and a web browser to access information	E
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E
Ability to take minutes	D
Customer care skills	D
Ability to work on own and as part of a team	E
Ability to prioritise workload	D
Communication skills – written and verbal	E
Work-related personal qualities	
Ability to relate to customers with variety of needs / conditions	D
Courteous and pleasant telephone manner and ability to deal with customers in a sensitive and efficient manner.	E

Willingness to learn and to be flexible	E
Other work-related requirements	
Take part in meetings / training outside normal working hours	D
Tact and sensitivity	E
Confidentiality	E
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E
Enhanced DBS check with relevant barred list/s	Yes
Is this post politically restricted?	No