

JOB DESCRIPTION

Job Title:	Administration Assistant - Children's Social Care		
Directorate:	People	Salary:	£25,989 – £29,540 FTE plus £729 London Weighting (£12,643 - £14,370 plus £354 LW pro rata for 18 hours per week)
Section:	Children's Social Care	Grade:	BG-I SCP 06-14
Location:	Time Square	Work Style:	Hybrid

Key Objectives of the role

To support Children's Social Care teams to provide a multi-agency approach to care.

To update records both digital and paper where needed.

Due to the multi-agency nature of the team and work, we often must adapt the way we work to keep up with demand and respond to changes. As a whole team we work collaboratively to meet challenges, all members of the team are encouraged to be a part of identifying and testing solutions, having an ability to quickly adapt to change is vital.

Support the department by quickly and efficiently processing information to allow social work staff to assess concerns about children.

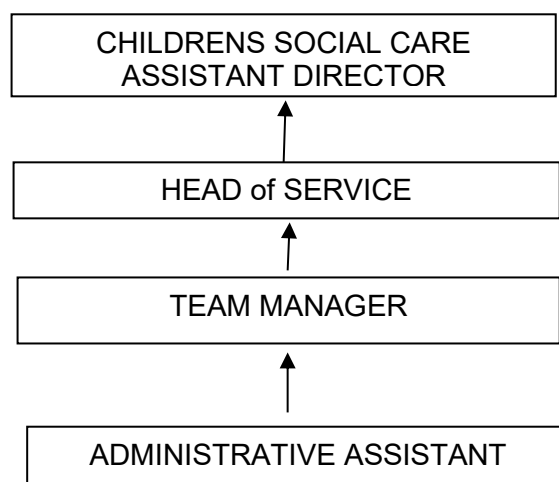
Take minutes of meetings to provide a record of actions and outcomes in line with local processes.

To provide administrative support to individual teams within Children's Social Care.

To support other teams within Children's Social Care when required.

To accurately record and file records on appropriate filing system (MOSAIC / Smart Open).

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To provide a consistent and reliable high quality administrative service to the section as an effective member of the administrative team, providing cover and support for other admin staff as required. Carrying out administrative duties including filing, photocopying, processing incoming and outgoing mail, collating, preparing and distributing paperwork for meetings and review.
- To help develop and maintain a variety of record and financial systems, both manual (e.g. DBS) and computerised (e.g. Mosaic, Smart open).
- Provide telephone cover and a message service, as appropriate, in an efficient and courteous manner.
- To support the operational teams by undertaking a variety of tasks which may include planning conferences, meetings, panels and appointments, dealing with incoming correspondence and enquiries and dealing with team member's post.
- Monitor email accounts ensuring emails are dealt with promptly.
- Provide a reception service at one of our contact centres.
- Consistently apply the principles of equal opportunities and exercise the duties of the Data Protection Act, as embodied in the department's/council's policies and practices throughout the duties outlined above.
- Undertake available training opportunities and show a commitment to continuous development – maximising potential and ensuring an efficient and improving delivery of services.
- To assist in the collection, processing and presentation of data required for management information and performance statistics/information required for Central Government and the Children's Social Care section.
- Process payment of invoices and expense claims and arrange rail travel.
- Arrange meetings and take meeting minutes.
- Ensure adherence to health and safety regulations.
- To undertake such additional duties as may be allocated from time to time, compatible with the post holder's qualifications and/or experience.

Scope of role

- The role is to provide administration support to Children's Social Care, this includes gathering data for meetings, booking and arranging meetings and minuting meetings.

Administration Assistant staff will keep accurate records on local systems including financial packages and care packages. Administration Assistants will provide support and cover when other Administration Assistants are unavailable.

- Commitment to the Council's Equal Opportunities policy always
- Commitment to always working within the bounds of the Data Protection Act and GDPR legislation.
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Educated to GCSE or equivalent standard.	NVQ2/3 in Administration or other Secretarial qualifications
	Competent user of information technology	Typing/word processing qualifications
	Thorough computer skills.	European Computer Driving Licence (ECDL)
Competence Summary (Knowledge, abilities, skills, experience)	Previous office experience	Knowledge of Mosaic or similar databases
	A good knowledge of Microsoft applications – Word, Excel and Power Point and databases.	Knowledge of SMART Open or similar electronic filing systems
	Able to take notes.	
	Able to prioritise workload.	
	Accurate typing skills	
	Good use of English and Grammar	
	Attention to detail.	
	Minute taking.	
Work-related Personal Requirements	Good clear telephone manner	
	Good communication skills	
	Organised	
	Flexible	
	Able to deal with confidential information.	
	Able to work well within a team environment or independently.	
	Good interpersonal and communication skills.	
Other Work Requirements	A satisfactory Disclosure and Barring Service check.	
	This role has been identified as public facing in accordance with Part	

	7 of the Immigration Act 2016; the requirements of fulfil all spoken aspects of the role with confidence in English applicated.
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to always observing the Council's Equality & Dignity at Work policy. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

