



## RUTLAND COUNTY COUNCIL

### JOB DESCRIPTION

**Position Title:** Children's Services Support Administrator  
**Grade:** G03  
**Directorate:** Children & Families  
**Department:** Social Care and Family Help  
**Responsible to:** Team Manager

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#### **Purpose of the Job:**

As part of the Children's Services Support team, contribute to the work of Children and Families Directorate supporting the social work and family help teams by carrying out administrative and related duties in accordance with Rutland County Council policies, objectives and standard requirements.

#### **Main Responsibilities:**

1. To provide administrative support to the services in line with the service objectives
2. To provide a service to the public in line with the Council's standards of customer service
3. To be the first point of contact for people who are seeking support and advice from the Council; ensure queries are appropriately recorded and documented within appropriate systems. Provide efficient and effective message taking and delivery and referring complex matters
4. To support managers and staff in their day-to-day duties, including correspondence and diary management, arranging meetings and room bookings.
5. To service and minute meetings; prepare agendas and associated papers; take and produce minutes.
6. To assist with the collation and monitoring of information; data processing and production of reports as appropriate to the service area.
7. To have key responsibilities within the team to operate departmental computerised systems; set up spreadsheets or databases, as may be necessary to ensure functionality of the service



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8. To maintain electronic record keeping systems.
9. To assist with the administration of incoming post and outgoing post
10. To work in accordance with set policies and procedures.
11. To respect the confidential nature of the work and protect personal information in accordance with data protection regulations and policies in place
12. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
13. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
14. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature

### **Dimensions**

No budget or line manager responsibilities.

## **JOB REQUIREMENTS**

### **QUALIFICATIONS/TRAINING/EDUCATION**

| Essential                                             | Method of Assessment * |
|-------------------------------------------------------|------------------------|
| Good Standard of Typing and Word Processing.          | A/T                    |
| Good standard of education in English and Mathematics | A/D                    |

| Desirable                                                                                | Method of Assessment * |
|------------------------------------------------------------------------------------------|------------------------|
| Microsoft office accreditation. GCSE grades C or equivalent. NVQ3 in an appropriate area | A/D                    |



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### EXPERIENCE/KNOWLEDGE

| Essential                                                      | Method of Assessment * |
|----------------------------------------------------------------|------------------------|
| Proficiency in Microsoft 365 the use of the internet and email | A/T                    |
| Experience of data entry/database system management.           | A/I                    |

| Desirable                                                                                              | Method of Assessment * |
|--------------------------------------------------------------------------------------------------------|------------------------|
| Local government experience                                                                            | A/I                    |
| Knowledge and understanding of latest legislation regarding data protection and freedom of information | A/I                    |

### SKILLS

| Essential                                                                                   | Method of Assessment * |
|---------------------------------------------------------------------------------------------|------------------------|
| Good interpersonal skills; excellent telephone manner; good oral and written communication. | A/I                    |
| Committed team member.                                                                      | A/I                    |
| Relate well with people at all levels.                                                      | A/I                    |
| Tact and diplomacy.                                                                         | A/I                    |
| Flexible approach to work.                                                                  | A/I                    |
| Ability to work under pressure.                                                             | A/I                    |
| Accurate data entry.                                                                        | A/I                    |
| Ability to deal with the public.                                                            | A/I                    |
| Highly organised.                                                                           | A/I                    |

| Desirable                 | Method of Assessment * |
|---------------------------|------------------------|
| Ability to use initiative | A/I                    |
| Logical and adaptable     | A/I                    |
| Effective minute taking   | A/I                    |



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## EQUALITY AND DIVERSITY

| Essential                                                                                                | Method of Assessment * |
|----------------------------------------------------------------------------------------------------------|------------------------|
| Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice. | A/I                    |

### OTHER

| Essential                                                                | Method of Assessment * |
|--------------------------------------------------------------------------|------------------------|
| Flexible in working patterns to fulfil commitments of the role and team. | A/I                    |
| Willingness and ability to visit other sites as and when required.       | A/I                    |

\* A = Application Form    D = Documentary evidence    I = Interview    T = Test

**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

| DATE        | CHANGE - YES/NO | PREPARED BY<br>(Name & Position Title)                                        |
|-------------|-----------------|-------------------------------------------------------------------------------|
| July 2022   | Updated         | Kim Cross - Acting Corporate Services Support Manger & Executive Team Manager |
| August 2026 | Updated         | Emma Sweeny - Head of Children's Social Care and Family Help                  |