Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Administrative Assistant (Commissioning, Adult and Children Services)
Job Evaluation ID:	1284SS
Grade:	5
Directorate:	Education and Social Services
Division:	Adult Services
Section:	Contracting & Quality Assurance
Unit:	Commissioning
Location:	Ty Penallta and agile working
Responsible to:	Administration Officer - Commissioning Team

JOB PURPOSE

To provide administrative support to the Social Services Commissioning Team (Adult and Children's Commissioning) as directed by the Administration Officer Commissioning/Commissioned Services and in accordance with relevant policies and procedures.

KEY RESULT AREAS

Support the effective commissioning of Assessment and Therapies via the Gwent regional Assessment and Therapies Framework.

Follow the administrative processes and procedures for the Social Services Commissioning Team.

Support the commissioning of interpretation and translation services and drug and alcohol testing

Maintain and update information relating to assessment and therapies, interpretation and translation services and drug and alcohol testing commissioned by the team.

Process the payment of invoices in line with financial policies and procedures for services commissioned.

Support the improvement of commissioned services that are subject to quality issues, Provider Performance and/or Escalating Concerns

DETAILED TASK PROFILE

Support the effective commissioning of Assessment and Therapies via the Gwent regional Assessment and Therapies Framework:

- Liaise with CCBC team managers and social workers in relation to the requests to commission assessment and therapy services via the framework.
- Liaise with CCBC legal colleagues in relation to the need for court directed assessments and therapies.
- Liaise with commissioned providers in relation to the assessment and therapies framework.
- Liaise with commissioning colleagues in the other Gwent authorities in relation to the framework.
- Provide support by way of arranging and minuting meetings in relation to the Gwent regional framework for assessments and therapies and the framework evaluation panel.
- Ensure all meeting minutes are recorded accurately and circulated in a timely manner.
- Support the payment of invoices in line with CCBC policies and procedures.

Follow the administrative processes and procedures for the Social Services Commissioning Team:

- Provide administrative support for meetings associated with the commissioning of services and the quality of commissioned services.
- Book meetings relating to the commissioning of services, preparing attendee list, coordinating agenda, accurately recording minutes of meetings, distributing correspondence and ensuring specific actions are undertaken.
- Disseminate provider packs to new providers for completion and return to the commissioning team.
- Maintain up to date contact details for commissioned care providers and distribution of information to care providers via email.
- Minute commissioning team meeting.
- Assist in the development of administrative processes for the service area.
- Assist in the preparation for inspection and audit.
- Ensure invoices and orders are processed in accordance with departmental policy.
- Contribute to the compilation, validation and presentation of management information and statistical returns.
- Support partnership working where appropriate.

Support the commissioning of interpretation and translation services for social work teams as necessary:

- Liaise with CCBC team managers and social workers in relation to the requests for interpretation and translation services via the WITS (Welsh Translation and Interpretation Services) currently hosted by Cardiff City Council framework.
- Liaise with CCBC legal colleagues in relation to the requests for interpretation and translation services via the WITS (Welsh Translation and Interpretation Services) currently hosted by Cardiff City Council framework.
- Ensure invoices and orders are processed in accordance with departmental policy.
- Raise any concerns in relation to the commissioning/payment/quality with the WITS team.

Support the commissioning of drug and alcohol testing as necessary:

- Liaise with CCBC team managers and social workers in relation to the requests for drug and alcohol testing services currently hosted by Newport City Council.
- Liaise with CCBC legal colleagues in relation to the requests for drug and alcohol testing services currently hosted by Newport City Council.
- Ensure invoices and orders are processed in accordance with departmental policy.

- Raise any concerns in relation to the commissioning/payment/quality with the provider and the lead commissioner.

Support the maintenance and update of information relating to assessment and therapies, interpretation and translation services and drug and alcohol testing commissioned by the team:

- Ensure that information relating to these areas of commissioning is current and updated
- Ensure that updated information is communicated with team managers and social workers as necessary.
- Support communication with commissioned providers where necessary.
- Highlight any concerns relating to commissioned services with the Administrative Officer Commissioning.
- Contribute to the development of appropriate systems to provide robust management information.

Support the payment of invoices in line with financial policies and procedures for services commissioned:

- Ensure that accurate information is kept in relation to the commissioning of services and the associated costs.
- Ensure effective and timely communication with all necessary stakeholders in respect of the payment of invoices for commissioned services.

Support the improvement of commissioned services that are subject to quality issues, Provider Performance and/or Escalating Concerns:

- Provide administrative support for the commissioning team in relation to the arranging and minuting of meetings and the distribution of minutes relating to any issues/concerns about the quality of commissioned services.
- Provide administrative support for formal provider performance/escalating concerns processes.
- Liaise with all necessary stakeholders where necessary in relation to provider performance/escalating concerns.

KEY WORKING RELATIONSHIPS

Work closely with members of CCBC Children's Services social work teams

Work closely with CCBC legal colleagues

Work closely with CCBC procurement colleagues

Work closely with the appropriate finance colleagues concerning the provision of information and the payment of invoices

Work closely with providers of commissioned services and prospective providers

Work closely with Commissiong colleagues from other relevant local authorities

Deal with enquiries from people who are supported by commissioned services and other members of the public where necessary.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises, and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Payment of invoice responsibilities in accordance with the relevant financial regulations and guidelines.

Data Systems

Shared responsibility and access to a variety of software packages and databases.

WORKING ENVIRONMENT

Office, home, agile based role.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	5 GCSEs Grade A*-C or equivalent Level 2 qualifications on the Credit and Qualifications Framework for Wales Or Relevant Level 2 qualification on the Credit and Qualifications Framework for Wales. For example NVQ2 Administration	Relevant Level 3 qualification on the Credit and Qualifications Framework for Wales. For example NVQ Level 3 in Administration, RSA II/III ECDL
KNOWLEDGE	Variety of IT packages including Microsoft Office Suite Working knowledge of a comprehensive database Knowledge of performance indicators and the use of management information Knowledge of administrative practices and procedures	Understanding of the Social Services and Well Being (Wales) Act 2014
SKILLS	Effective communication skills both written and verbal Ability to work on own initiative and as part of a team Flexible approach to work Digital and word processing skills Ability to input and extract data Digitally literate with the ability to adapt to new systems Ability to work under pressure and meet deadlines Customer care skills Committed to achieve high standards Willingness to embrace change Well organised Ability to prioritise workload	Welsh language skills

	ESSENTIAL	DESIRABLE
EXPERIENCE	General office, administrative experience Experience of organising and minuting meetings Experience of maintaining a variety of databases Experience of working with a variety of stakeholders	Administration within a commissioning environment Experience of Social Services database systems
OTHER	Commitment to ongoing personal development Proactive	Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business purposes to travel throughout the borough to attend meetings

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	11/10/2022