CYNGOR SIR *POWYS* COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	**Supervisor – Adult Services**
Position Number:	**ADU2201**
JE Code:	**ASC129**
Service:	**Adults**
Location/Work Base:	**Welshpool**

(this is a flexible worker position and therefore the Council offers opportunity to work in an agile way to include home working)

Grade:	**Grade 7** **Point 15 to Point 19** **£31,015 to £33,119 per annum** **£16.07 to £17.16 per hour**
Contracted hours:	**37 hours, Permanent**
Reporting to:	**Improvement and Adult Services Support Manager**
Responsible for:	**Administrators**

Summary

About the role:

We are looking for someone with strong finance and supervisory skills to support our Adult Services Finance Teams in the north of the county. This varied role involves line managing and supporting teams who work on a hybrid basis, ensuring effective day-to-day management and appropriate office cover. The role and teams are based in Welshpool.

About you:

*Pleasant, professional and empathetic manner when dealing with colleagues and members of the public.
*Ability to supervise staff.
*Excellent and proven organisational, administrative, finance and communication skills
*Ability to multi-task, prioritise and meet deadlines with a flexible approach to your work.
*Ability to work as part of a team.

*A clear understanding of the importance of confidentiality.

What you will do:

- To be responsible for the implementation and maintenance of good personnel practice, undertaking recruitment, performance capability and disciplinary.

- To manage and maintain a range of information systems in order to provide accurate and relevant information in a timely manner and assist with the collation of statistical returns for the geographical area.

- To ensure prompt payment of invoices to suppliers and raising of accounts to clients for payments they are required to make to the authority and deal with associated queries.

- To ensure appropriate support and cover through management of annual leave and absence in order to cover business needs and maintain a level of business continuity.

- To monitor and verify the workload of staff ensuring that financial tasks are undertaken promptly and accurately whilst adhering to required timescales, performance indicators and financial management control.

If you have any questions about the role, please contact:
Jasmine Crowther
01597 827154
jasmine.crowther@powys.gov.uk

Your responsibilities will be:

1. To supervise the delivery of an efficient and effective administrative and finance support service, providing the highest quality of service to the customer based on their expectations and required outcomes.

2. To provide day to day supervision of administrative/financial activities and leadership to staff.

3. To ensure that customer service excellence is understood by staff and embedded in practice and that service delivery standards and customer satisfaction levels meet targets.

4. To support the Strategic Programme Manager / Improvement and Adult Services Support Manager and ensure staff engagement in the streamlining and automation of processes and development and delivery of team plans.

5. To arrange and provide administrative/financial support ensuring consistency, data quality and statutory, policy and good practice compliance.

6. To provide advice and guidance to admin/finance admin staff, enabling their personal development and undertaking recruitment, supervision and annual appraisal assuming the line management responsibilities outlined in the Council's HR policies including sickness absence, performance capability and disciplinary.

7. To be responsible for planning and co-ordinating the deployment of staff including monitoring and verifying the workload of staff and to maintain service continuity in time of staff shortage through management of annual leave, absence and staff workload.

8. To liaise with supported service areas for the maintenance of existing support arrangements and flexible response to changes/fluctuations in customer demands.

9. To manage and maintain a range of information systems in order to provide accurate and relevant information in a timely manner and collation of statistical returns.

10. To deliver transactional admin and finance functions, including approving and organizing the prompt and accurate processing of application and claim forms (travel, timesheets, grants and invoices) in accordance with agreed timescales and procedures set out by the Council, dealing with complicated queries as appropriate.

11. To ensure prompt raising of accounts to clients for payments they are required to make to the authority and deal with associated queries.

12. To account for income on behalf of relevant operational units including the imprest system.

13. To be a source of advice and guidance both for customers and colleagues on services, processes and existing procedures.

14. To order a range of equipment and supplies relating to the area of support, as required.

15. To undertake project work on a "task and finish" basis under the direction of the Strategic Programme Manager / Improvement and Adult Services Support Manager

DBS:

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). This position has a requirement for a Standard DBS Check.

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Health and Safety Statement:

To address health and safety policies and arrangements in a pro-active manner to ensure that a high standard of safe working practices are maintained.

Equalities Statement:

To actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equalities Policy.

Welsh Language Requirement:

Welsh language skills are desirable

NOTE;

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the 'Principal Responsibilities of the Job'.

PERSONAL SPECIFICATION

Do you think you're the right person for the role? Then, demonstrate you meet the following criteria in your application.

Experience

Essential

- Experience of working in an admin/finance role
- Experience in the use of ICT packages
- Experience of giving guidance on how to use defined business processes to colleagues

Desirable

- Experience of working in Local Government or a public sector environment.

Knowledge

Essential

- A good understanding of how a local authority operates

Desirable

- A working knowledge of the service areas

Qualifications and Training

Essential

- A good standard of education to GCSE level or equivalent, including English and/or Maths

Desirable

- A relevant Administration/Finance qualification or equivalent relevant experience

Personal Qualities

Essential

- Commitment to undertaking any training relevant to this post
- Pleasant and helpful manner when dealing with members of the public
- Committed to excellent customer service
- Attention to detail
- Ability to work well with a wide range of colleagues, Councillors and members of the public

- Flexible approach to your work

Skills

Essential

- Good administrative and numeracy skills
- Competent in the use of IT packages
- Excellent and proven organisational, administrative, negotiation and communication skills (written and oral)
- Ability to line manage staff in accordance with Council policies
- Ability to supervise diverse workload
- Ability to remain calm and professional when dealing with customers/members of the public
- Ability to work on own initiative and as part of a team
- Ability to multi-task, prioritise and meet deadlines
- Analytical and problem solving skills

Desirable

Other Requirements

Essential

- Ability to travel to other parts of the county as appropriate
- A clear understanding of the importance of confidentiality

Desirable

- Occasional requirement to work outside normal working hours

Welsh language skills are desirable

Recruiting manager: Jackie Barnett

10/08/2021

Our values:

Professional

Whatever role we play in the council, we act with professionalism and integrity

Positive
We take a positive attitude in all we do

Progressive
We take a proactive and responsible approach to planning for the future

Open
We keep each other informed, share knowledge and act with honesty and integrity

Collaborative
We work constructively and willingly on joint initiatives

How to apply

You will need to complete the online application, it's simple, just follow the process step by step.

Top tips:

- Read the Job Description and Person Specification carefully and evidence that you meet all of the essential criteria in your supporting statement.
- Sell yourself and where possible give examples
- List your qualifications that are relevant for the position, as detailed in the person specification.
- Ensure one of your referees is from your most recent employer or if this is your first job why not ask a school teacher or tutor, just ensure you know them at a professional level.
- Be honest Tell us about any gaps in your employment history
- Complete the application in full

Next steps

The closing date for applications is 06/12/2026
Once submitted we will email you to let you know we've received your application.
We will be shortlisting the applications on 10/12/2026. We will email you either way if you have been successful. So, keep an eye out in your inbox!

The interviews will take place on 14/12/2026

We wish you luck with your application.