

JOB DESCRIPTION

Job Title: Administrative Support Assistant
Directorate & Section/Unit: Worcestershire County Council – Early Help– MASH
Admin Team
Salary Grade: Scale 3
Reporting to: Team Manager
Management Responsibility for: None specified

Purpose of job: Assist the service to meet its statutory obligations and provide timely and effective services to children, young people, their families and carers providing a range of business support activities.

Main Activities & Responsibilities:

- Undertake a range of administrative activities to enable the Business Support function to support the business needs of Children's Social Care.
- Support activities that enable service users to access the service effectively and partner organisations and agencies to be fully engaged in delivering services.
- Progress work activities within specific projects and tasks delegated by the Business Support Manager to contribute to the effectiveness of the service.
- Collate and present data relating to service activities.
- Support specific service projects/tasks including the research and collation of information.
- Handle a range of administrative work in support for the service including the drafting and preparation of documents (in Word and Excel), writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings.
- Liaise with partner organisations and agencies providing the highest standard of customer care.
- To have a sound knowledge and understanding of GDPR and to work within its boundaries when handling confidential information on a daily basis.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers and staff across all Directorates, Project Staff, Governors, Headteachers, Teachers, Support and other school based staff.

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents and pupils, members of the public, volunteers.

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

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