



Role Profile

Job Title: Administrative Officer	Grade/ Level: L	Post Number: AO4011
Directorate: Children, Families and Community Health	Job Family:	Date Prepared: June 2011

Role reports to (Job Title):
Specialist Community Health Services Manager

Job Purpose:

To provide administrative and finance support to Specialist Community Health Services Manager and paediatric therapy team members in order to facilitate the effective delivery of Physiotherapy and Occupational therapy services for children and families. To include supporting the administrative interface between services at the Salt Way centre, where a flexible approach is required. To supervise other Paediatric Therapy business support staff.

Key Accountabilities:

1. Work in collaboration with the Specialist Community Health Services Manager to enable effective prioritizing of jobs.
2. Provide general administrative support for the Specialist Community Health Services Manager and the team, including processing of all new referrals to the department on the Capita One system, creating patient case-files, filing and photocopying, checking and submitting team travel claims, checking and distributing the post, preparing material for courses, preparing refreshments for meetings and word processing e.g. patient reports and letters, notes of meetings, guidelines, preparation of forms, tables, lists and flyers for the team, to enable efficient use of clinical therapists time.
3. Receive visitors to the Paediatric Therapy department and to take and make internal and external telephone calls following department and Swindon Borough Council (SBC) Guidelines, in order to communicate clear messages between team members and clients/colleagues and other agencies.
4. Understand and use current IT packages e.g. Word, Excel, Access, Captia One. Prepare any information/guidelines for the Paediatric Therapy service in order to facilitate the work of the team and ensure all relevant documents are on-line as required.
5. Provide budget support for the Specialist Community Health Services Manager by keeping up-to-date records, tracking orders and payments, preparing payment details, sourcing materials and resources requested by team members and advising on resources required.
6. Work in collaboration with the Specialist Community Health Services Manager to pay and request invoices, check monthly budget reports, order resources and prepare charges for loans and courses.

7. Ensure confidentiality and safeguarding for children, young people and families at all times in line with Data protection legislation, policies and procedures.
8. Participate in the SBC Performance Management System in order to ensure that all SBC procedures are followed.
9. Undertake Appraisal and Support and Supervision duties for any business support staff.
10. Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions in accordance with the provision of the Health and Safety at Work etc. Act 1974.

Supplementary Accountabilities:

11. Attend appropriate meetings where directed by the line manager, in order to take minutes, to keep abreast of current information, to feedback, or to attend corporate training.
12. Demonstrate good communication and inter-personal skills when dealing with team members, clients and other professionals in order to maintain good working relationships.
13. Be aware of, and behave in accordance with, Swindon Borough Council's Equalities policies. This will include a commitment to welcoming and valuing diversity and ensuring that no-one will receive less favourable treatment or be discriminated against on the grounds of race, nationality, gender, sexual orientation, religion, impairment, age or social situation.

Job Scope:

1 Business support assistant (f/t)

Typical tasks supervised/allocated to others:

Data entry

Workload of clerical assistant

Job Scope:

Budget: N/A

Assets: N/A

Knowledge and Experience:

- o GCSE in English and Mathematics to level C or above
- o IT qualification (in Microsoft Word, Excel, Access – desirable)
- o Office work supporting a manager and team
- o Some budget experience
- o IT experience
- o Accurate data entry
- o Working with IT word processing, databases, spreadsheets, Minute-taking (desirable), audio typing (essential)
- o Experience of working in health services (desirable)
- o Some experience of managing staff (desirable)
- o At least two years experience of working in an office environment.

- o Able to demonstrate good organizational skills.
- o Able to work to a high level of accuracy
- o Able to receive and write clear and concise messages
- o Able to communicate effectively both orally and in writing
- o Able to maintain good customer and colleague relationships

The Administrative Officer will work with the clerical officer, Specialist Community Health Services Manager and the Paediatric Therapy Team within an open plan office environment in the Salt Way Centre.

Decision Making:

- o Ensure that urgent messages or requests are dealt with efficiently and according to SBC Guidelines.
- o Judge the importance of messages and ensure that they are passed on promptly.
- o Seek guidance from Manager or therapists when appropriate/necessary.
- o Ability to prioritize workloads, keep to deadlines, be an effective time manager, achieve targets and problem solve effectively.

Contacts and Relationships:

- The post requires both verbal and written communication with a wide variety of services and other agencies. This often involves giving out routine information, both verbal and written.
- Specialist Community Health Services Manager -To oversee and deliver administrative support e.g. word processing reports and completing/ submitting training application forms
- To provide support for finance transactions, To liaise about administrative jobs and telephone messages. To supervise the Clerical Officer.
- Paediatric Therapy staff Members -To ensure that effective clerical and administrative support is provided, liaise about administrative jobs and telephone messages.
- Staff -To provide information about courses and to communicate messages
- LA staff -To provide relevant information. To communicate messages
- Members of the public/parents/carers -To give sensitive yet positive support and, with permission, to record the relevant information in order to give feedback to the appropriate member of staff.
- Line Manager-To work at the direction of the line manager. To liaise and communicate on joint working issues
- Capita staff- To liaise with and collaborate over admin tasks relating to service users to the Salt Way Centre

Creativity and Innovation:

The person will need to be self-motivated and pro-active.

Emotional Demands of the job:

Managing telephone calls from families coping with children with long-term disability, which may be distressing/abusive/ aggressive.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Job Specific Competencies

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

Features of the role:

Employee Signature:

Print Name:

Date

Line Manager’s Signature

Print Name:

Date: