



Role Profile

Job Title: Supported Employment Administrator	Role Profile Number: OPN98
Grade: K Grade	Date Prepared: April 2021
Directorate/Group: Children's Services, Inclusion and Achievement	Reporting to: Supported Employment Service Team Leader
Structure Chart attached:	Yes

Job Purpose

The Administrator will be responsible for providing general administrative support to enable the smooth operation of the supported employment service.

This role is fully funded by the European Social Fund and The National Lottery Fund as part of the Building Better Opportunities programme and will be solely employed on the programme.

Key Accountabilities

The post holder will:

- Ensure all participant files, other relevant paperwork and records are set up and maintained in an orderly manner so that they meet audit requirements – in both hard and electronic form.
- Receive and respond to incoming enquiries from the community, customers, partners and residents, referring anything outside of knowledge base or requiring further engagement to appropriate person within the team to resolve issues effectively.
- Input information onto specific systems, meeting deadlines and objectives set by others, focusing on accuracy and timescales to ensure that information is recorded in line with service objectives and funding requirements, including audit.
- Run routine reports to support basic department procedures, using some non-standard formats, templates and proformas.
- Collaborate with peers in related services, both within and outside the Council, to ensure the service is delivered to residents in a timely manner.
- Ensure financial reports are completed and submitted in a timely and accurate manner.
- Maintain excellent customer care standards by providing timely and accurate information and advice to service users or promptly referring to an appropriate colleague if unable to resolve.

- Respond to requests for data from key partners and internal stakeholders and supply the information requested in the necessary format.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- An understanding of the area in which they are working to provide advice and guidance to residents and participants in line with processes and procedures.
- The ability to use Microsoft Office applications and other MIS systems as well as other standard softwarepackages.
- The ability to use initiative, plan and prioritise own workload with minimal supervision in order to meet deadlines.
- Excellent communication skills and the ability to resolve basic queries and issues as they arise.

Qualifications

- English and Maths at Level 2 or GCSE level with the ability to record written and financial information accurately and efficiently.

Decision Making

- This post focuses on working within established routines for a specific area of work. The only decision making will be to decide when to escalate issues to other colleagues within the team if the query is outside of their knowledge base or requires further engagement.

Creativity and Innovation

- Will be following standard reporting and recording procedures so little opportunity for creativity or innovation in this role as processes and procedures are strictly set and monitored by funding organisations.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • No management or supervisory requirements for this role • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

Main contacts will be team members, residents, participants and project partners for reporting and audit purposes.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Due to the nature of the work and the audit and reporting requirements (wet signatures required and hard copy files needed) this role will be office based.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	