



Job profile

Senior Operational Support Assistant

Grade D

Group: Care, Wellbeing and Learning
Service: Adult Social Care, Assessment & Planning, Operational Business Support
Location: Civic Centre
Line Manager: Operational Support Co-ordinator
Car User Status: Casual

Job Purpose

To provide an effective and efficient operational business support function to the Assessment and Planning Teams within the Adult Social Care Service.

The key roles of this post will include:

1. To provide effective and efficient administrative support to the Management Team and wider Assessment & Planning Service to ensure a high-quality service is provided to Clients.
2. To deliver a high level of customer service to Clients, members of the public and external organisations via telephone, letter, e-mail and in person to ensure the ongoing provision of a high quality service.
3. To assist in the implementation, monitoring and reviewing of administrative systems and procedures, to support best practice and continuous improvement.
4. To create, implement and maintain electronic and paper-based information systems, ensuring that financial and client data is accurate and up-to-date, including updating case management systems.
5. To undertake financial processes including raising orders and processing invoices, ensuring that all associated procedures are carried out in-line with the Council's Financial Regulations.
6. To deal appropriately with sensitive client data, ensuring that confidentiality and data protection is maintained at all times in order to adhere to Council policies and procedures as well as laws and legislation.
7. To attend and service various meetings including minute taking, agenda's, arranging meetings and producing the minutes within guidelines and timescales.
8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge of:

- Data Protection and Confidentiality.

Experience of:

- Using Microsoft Packages including Word and Excel.
- Working in business administration/ office environment.
- Working as part of a team.
- Organising and prioritising your workload.
- Meeting deadlines/ working within required timescales.
- Effective written and oral communication skills, demonstrating a high standard of accuracy.
- Dealing professionally with service users/ customers.

Qualifications

- NVQ Level 3 in Business Administration or equivalent.

Desirable:

Knowledge of:

- Social Care Services.
- Gateshead Council Financial Regulations.

Experience of:

- Working in a Social Care setting.
- Using Agresso (financial management system).
- Working in a customer focused setting.
- Using CareFirst (Social Care Case Management System).
- Dealing with difficult customers/ situations.
- Arranging and taking minutes at meetings

Qualifications:

- ICT Qualification e.g. ECDL



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences