



## **Job Profile**

# **Senior Operational Support Assistant**

## **Grade D**

**Group: Care, Wellbeing & Learning**

**Service: Adult Social Care & Independent Living**

**Location: Civic Centre**

**Line Manager: Operational Support Co-ordinator**

## **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 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 and Qualifications

### Essential

#### Knowledge of:

- Data Protection and Confidentiality

#### Qualification:

- NVQ Level 2 in Business Administration or working towards or equivalent

#### 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

### Desirable

#### Knowledge of:

- Social Care Services
- Gateshead Council Financial Regulations

#### Qualifications:

- ICT Qualification e.g. ECDL
- NVQ Level 3 in Business Administration

#### 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



## Competencies

### **Communication**

Expressing ideas and information clearly and in a way which helps people to understand the message.

### **Teamworking**

Working with other Council employees to achieve results and develop good working relationships.

### **Dealing with customers/service users**

Putting the customer/service user first and giving excellent service.

### **Being flexible**

Adapting to change and working effectively in a variety of different situations.

### **Learning & developing**

Actively improving yourself by developing new skills and knowledge, and learning from past experiences.

### **Making things happen**

Organising yourself and taking responsibility for achieving results.