



Job Profile

Senior Operational Support Assistant

Grade D

Group: Care, Wellbeing and Learning

Service: MCA/DoLS Team, Assessment & Planning, Adult Social Care

Location: Civic Centre

Line Manager: MCA/DoLS Strategic Lead

Car User Status: N/A

Job Purpose

To ensure the provision of an effective and efficient business support service for the MCA/ DoLS Team within Adult Social Care.

The key roles of this post will include:

1. To provide effective and efficient administrative support within the MCA/DoLS team based within Adult Social Care, to ensure a high level of support is provided in order to manage statutory timescales in line with legislative requirements.
2. To provide a high level of customer service to service users, members of the public and external organisations via telephone, letter, email and in person to ensure an 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. The maintenance of paper and computerised information systems to ensure data used is accurate and up to date, including updating case management databases.
5. To raise and handle documentation including invoices, orders and routine correspondence as required.
6. To provide information and advice at the point of contact for MCA/DoLS.
7. To liaise with external and internal agencies as appropriate.
8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Data Protection & Confidentiality.
- Working knowledge of computer packages including Microsoft Word and Excel.

Experience

- Working in business administration/ office environment.
- Working as part of a team.
- Organising and prioritising your workload.
- Meeting deadlines/ working within timescales.
- Effective written and oral communication skills demonstrating a high standard of accuracy.
- Maintaining a professional manner when dealing with someone who may be distressed or anxious.

Qualifications

- NVQ Level 3 in Business Administration or equivalent.

Desirable:

Knowledge

- Social Care Services

Experience

- Using CareFirst or a similar Social Care Database.
- Arranging and taking minutes at meeting.



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