

Job Title Senior Administrator, Core Support and Improvement Adult Social Care and Safeguarding Business Support, Grade 5

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Under the direction of the Business Support Officer, Adult Social Care and Safeguarding, to be responsible for the delivery of high-quality, customer centered and value for money business support to the Adult Learning Disability Team (ALDT) and the wider Adult Social care (ASC) function in the Strategic

Centre of Adult Social Care and Safeguarding, contributing to continual quality improvement to ensure effective delivery of Business Support.

This will include day to day delivery of the following centrally managed business support functions:

- Staffordshire Appointee Service
- Care director data quality
- CHC monitoring and invoicing
- Central financial functions

And the district function which is responsible for delivering:

- Support to the ALDT operational management team by ensuring the effective local delivery of performance, finance, ICT, change and business support requirements.

Flexibility is a prerequisite for this role as there is an expectation that the role is able to provide support to both operational and central based teams/staff.

The Business Support Senior Administrator is accountable for:

1. Maintenance of a safe and effective appointee service which complies with Staffordshire County Council (SCC) Policy and eligibility criteria and Department for Work and Pensions (DWP) guidance. Responsibilities include:
 - a. The day to day administration of appointee accounts ensuring that all of the standard operating procedures are applied and that the audit requirements of SCC are adhered to.
 - b. Delivery of all the day to day transactional requirements for all appointees whom SCC are responsible for through the Council's secure online banking platform
 - c. Ensuring that all appointee applications are on the appropriate APT forms and contain sufficient information for the application to be considered. Returning any incomplete forms and ensuring that approval for the application is made by the Business Manager.
 - d. Monitoring the balance of each appointee account and notify the allocated worker each month of the total balance of the account in order for them to make decision on expenditure for the service user.
 - e. Oversee the distribution of personal monies to the appointees on a weekly basis, ensuring that requests for any 'one off or additional payments are received from the keyworker within the agreed timescales.

2. Responsibility for the day to day financial transactions across Business Support and in support of ALDT in accordance with financial regulations; including responsibility for raising invoices for health contributions, arranging purchase orders, requisitions, goods receipting and monitoring of invoices through SCC's Finance system, INTEGRA.
3. Supporting local quality assurance panel (QAP) meetings in districts which includes:
 - a. Co-ordinating the meeting
 - b. Recording and monitoring outcomes
 - c. Monitoring the progress of requests sent on to central QAP
4. Following central QAP outcome, where the outcome requires care to be met through a direct payment:
 - a. Create, amend and edit service provisions which are to be funded by a direct payment in accordance with care director data quality standards
5. You will support the Business Manager and Business Support Officer in providing accurate and timely management information from the client data management system (care director) to enable Operational Teams to manage the performance and caseloads of the service area.
6. To ensure required care director data quality standards are met for ALDT and that service user records, both electronic and manual, are maintained in accordance with current legislation and the Department's policy on case records and filing.
7. Use, maintain and monitor extensive and varied IT facilities including specific responsibility for:
 - a. Information systems for the input and retrieval of data
 - b. Extracting and presenting data to assist in the management of performance
 - c. Use of office Intra/Internet facilities
 - d. Use of digital and scanning equipment
8. To service various formal meetings, in particular safeguarding meetings and where capacity permits professional meetings and team meetings; organising

venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed time scales/procedures and quality standards.

9. The production of high-quality documents, including letters, reports and statistical tables and graphs using MS Office software, e.g. Word, Excel and PowerPoint. Including a working knowledge of protective marking and secure data management e.g. secure email/file transfer and password protection processes.
10. Administer telephone enquiries, liaising with internal and external customers. Including assessing the severity and/or sensitivity to take appropriate action, including responding to requests and initiating processes, to ensure that enquiries are dealt with efficiently and effectively.
11. To provide assistance on a day to day basis with the maintenance of Fire, Health and Safety standards in accordance with SCC policies and statutory regulations. The initiation, under guidance, of appropriate action to ensure staff safety.
12. To work with the Business Manager, Business Support Officer and other Operational Managers to implement new office systems and ASC policies and procedures.
13. Any other duties commensurate with the grading of the post.

Reporting Relationships



Responsible to: **Business Support Officer**

Responsible for: **NA**

Person Specification

A = Assessed at application

I = Assessed at Interview

	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • NVQ Level 3 in Business Administration or equivalent • Be qualified to Microsoft Office or recognized equivalent • ICT qualification equivalent to the competency level of ECDL. 	<p>A</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Two years' Experience of using computer based information systems in an office environment • Ability and significant experience of using IT systems including Microsoft Office, Outlook and electronic financial processes • Experience of arranging formal meetings including a range of participants and taking official minutes • Two years' experience of working within a team, preferably in an office environment • Knowledge of good practice in office systems and procedures. • Demonstrate a commitment to further training and development commensurate with the grade. • Experience of motivating staff in a team environment • Experience and knowledge of budget management • Understanding of the services provided by other agencies appropriate to service users <p>Skills</p> <ul style="list-style-type: none"> • Good written and oral communication skills with internal & external colleagues, as well as members of the public • Commitment to excellent customer service and achievement of high-quality services • Ability to work with minimal supervision and take responsibility for day to day decisions • Ability to interpret, format and accurately present information using the software provided. 	<p>A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the
Recruitment Team on 01785 276113

The Behaviour Framework relating to this role is: **Role Type A**