Job Title: Workforce Administrator

Adult Social Care and Safeguarding Business Support, Grade 4

GADE xx

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   
  the opportunity to do their jobs well.

About the Service

Adult Social Care and Safeguarding Business Support team deliver 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 support role will focus on providing administrative support and assistance to the Social Work Learning Academy (SWLA), supporting both partner organisations, Midlands Partnership NHS Foundation Trust (MPFT) and Staffordshire County Council (SCC) to deliver on the One Staffordshire vision supporting the workforce strategy across for the Adult Social Care and Safeguarding workforce.

Flexibility is a prerequisite for this role as there is an expectation that this is a dual functionality role able to provide support to both operational and central based teams/staff across Midlands Partnership NHS Foundation Trust (MPFT) and Staffordshire County Council (SCC) in supporting the Social Work Learning Academy (SWLA) business objectives and day to day operations

**Reporting Relationships**

**Responsible to: Workforce Co-Ordinator**

**Responsible for: NA**

**The Workforce Administrator is accountable for:**

1. Support to the Social Work and Learning Academy Team under the direction of the Workforce Co-Coordinator and assist with providing accurate and timely management information from the data management systems, to enable the service area to manage workforce intelligence and reporting
2. Ensuring required data quality standards are met for both partners and that all sensitive training information, both electronic and manual, are maintained in accordance with current legislation and the Department’s policy on case records, filing and retention schedules.
3. 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.
4. To provide confidential business and administrative support to members of the Social Work Learning Academy and Adult Social Care and Safeguarding Management Team across the partners as required.
5. 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.
6. Provide support with the day-to-day financial transactions, raising purchase orders and goods receipting in accordance with financial regulations using Integra (Staffordshire County Council Financial Software).
7. Use, maintain and monitor extensive and varied IT facilities including specific responsibility for:
   1. Information systems for the input and retrieval of data
   2. Extracting data to assist in the management of performance
   3. Intra/Internet facilities
   4. Use of digital equipment
8. Service of various formal meetings and where capacity permits professional meetings and team meetings, organizing venues, issuing invites and minute taking, the production of accurate records and the distribution of reports and letters where necessary within agreed time scales/procedures and quality standards
9. Work with the S75 Business Manager, Workforce Co-Ordinator and Adult Social Care and Safeguarding Business Manager and assist with the implementation of new office systems and policies and procedures.
10. Any other duties commensurate with the grading of the post.



**Person Specification** A = Assessed at application   
I = Assessed at Interview

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| **employer_small** | **Qualifications/Professional membership**   * NVQ Level 2/3 in Business Administration or equivalent * GCSE Grade C and above in English and Maths or equivalent qualification. | A |
| **employer_small**        **employer_small** | **Knowledge and Experience**   |  |  | | --- | --- | | * Experience of using computer-based information systems in an office environment including spreadsheets and databases. * Ability and experience of using IT systems including Microsoft Office, Outlook, and financial software. * Experience of arranging formal meetings including a range of participants and taking official minutes with the ability to transcribe to an important level of accuracy. * Experience of working within a team, preferably in an office environment * Knowledge of good practice in office processes and procedures |  | | **Skills** | | | * Ability to communicate effectively both orally and in writing 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 enter data accurately interpret, format information using the software provided. * Organisational and prioritisation skills * Demonstrate a commitment to further training and development commensurate with the grade. * Demonstrate time management skills |  | | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |



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 Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

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**Shared Services on 01905 947446**