

BRIGHTON & HOVE CITY COUNCIL
JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Team Administrator – Lower & Higher
Reports to:	
Unit:	
Section:	Generic

NB: Sections in bold relate to Team Administrator – Higher only

1. Purpose of the Job

To provide an accurate and timely front line customer-focused information and/or reception service to people who contact the team, **including taking Contact Assessment details**. Provide an efficient and effective administrative and secretarial service within a team, **e.g. facilitating complex, multi-discipline professional meetings/forums** that will assist in the delivery of a first-class service to the public.

1. Requires knowledge of own team activities and awareness of the wider responsibilities of the Council in general. **Requires considerable and detailed knowledge of own team activities and how it relates to other areas of social care provision within the Council and elsewhere.**
2. Occasional indirect exposure to distressing or emotional circumstances, e.g. when word processing reports of abuse to a child or vulnerable adult. **Frequent direct exposure to distressing or emotional circumstances or occasional indirect exposure to highly distressing or emotional circumstances, e.g. taking minutes or typing reports concerning abuse to a child or vulnerable adult.**
3. Some discretion in deciding work order, e.g. deadlines are known, but flexibility within those timescales.
4. Is guided by standard procedures, good practice, established precedents and understands what results or standards are to be achieved. However a manager or duty professional is generally available for reference. **Typically required to use judgement to resolve a more varied and less straightforward range of problems, including investigating those outside of own experience and where a manager or duty professional may not be immediately available for reference. However, independent decisions will generally still be based on established precedents.**

2. Principal Accountabilities

1. To be the first point of contact for personal and/or telephone callers, both internal and external, identify the enquiry/problem promptly and assess the immediate response which may include, providing appropriate information, advice to answer routing/straightforward queries without reference to others where there are well established precedents and working practices, taking accurate and detailed messages or re-directing the enquirer to other staff within the team, Council or another agency where applicable to ensure that

the enquiry is dealt with in the appropriate manner. **To answer a range of more complex or less routine/straightforward queries without reference to others and where initiative and judgement are required when deciding the appropriate course of action.** *Callers may be agitated, angry or upset and the role holder will need to act in a friendly, efficient and supportive manner particularly when information is received that indicates the need to 'signpost' cases that may be covered by legislation that sets out the statutory responsibility to protect vulnerable children, young people or adults and to ensure, with guidance, that the most urgent cases are directed to the appropriate social work professional.*

2. As part of the Single Assessment Process, may be required to take background information, e.g. basic personal details, known needs, key contacts, etc, over the phone as a preliminary to completion of the full Contact Assessment document undertaken by other staff. **As part of the Single Assessment Process to take background information and Contact Assessment details over the phone including sections relating to any 'presenting problem, difficulty or concern', personal information relating to recent life events or changes in the person's life, using probing questions in response to information provided, dealing with barriers to understanding, e.g. where the audience may not easily understand because of cultural or language difficulties or physical or mental special needs, or due to age, e.g. young children, elderly or frail service users, to ensure that the level of need or help required can be assessed by the appropriate professional social care or OT staff. Tact will be required for situations where it is necessary to communicate in a manner that will neither offend or antagonise, particularly with people who may be upset or angry and where job holders are required to be perceptive to moods in order to coax individuals to provide information and anticipate how others may feel about anything which is said.**
3. To arrange and where appropriate attend and take minutes for a variety of straightforward, non complex, regular/ad hoc meetings, e.g. team meetings and those involving other internal and external individuals and organisations.
4. **To facilitate a variety of complex, multi-discipline professional meetings/forums e.g. Child or Adult Protection Case Conferences, including those relating to vulnerable adults covered by the Mental Capacity Act and other strategy meetings: secure venues, prepare agendas, take full and comprehensive minutes, update the service user and other databases and produce reports as required to ensure that all statutory obligations are met. These meetings make key and very precise decisions impacting service users, e.g. how medication can be given, arrangements for contact meetings etc, and it is crucial that the job holder follows closely what is being said and records this information accurately to ensure that correct and appropriate action is taken.**
5. **To organise a large number of regular and ad hoc supervised contact meetings involving Looked After Children, birth parents, foster carers, professional social care staff and related agencies to ensure that meetings, including those ordered by the Courts take place at the agreed/prescribed time and frequency. Job holders will co-ordinate and confirm mutually convenient dates for meetings to take place, arrange venues, book transport, e.g. to collect a child from**

school, update CareFirst and other recording systems with details as appropriate and re-arrange meetings when arrangements breakdown.

6. To operate computerised information systems including the service users' database, Carefirst, to access, input, update and retrieve data, e.g. searching for and updating service users' records with day-to-day activities and events, to ensure that accurate information, including that required for statutory purposes, is recorded and accessible when required. **When referrals are taken, to ensure that all related database inputting is accurate and all mandatory fields are completed in accordance with performance indicators.**
7. **To undertake more detailed system/database searches to obtain information relating to complex cases, tracking/retrieving information from different files/sources, e.g. track children's foster placements and process 'checks on individuals in partnership with the Police, Probation Service, Education, CAFCASS (Children & Family Court Advisory & Support Service) and other private and voluntary organisations.**
8. **To co-ordinate the generation and distribution of LAC documentation from Carefirst within tight statutory timescales, working within procedures and using discretion to ensure confidentiality and sensitivity of information and appropriateness of disclosure.**
9. To produce correspondence, Court and/or other reports, forms, minutes and presentations from a range of source material and using agreed procedures and formats and a variety of software packages, to enable efficient communication between staff, outside agencies and service users and to meet the needs of the team.
10. To find and provide requested data/information using agreed procedures and formats, e.g. devise and update spreadsheets and databases, provide web-based data, etc, in order to produce straightforward statistics **that may include manipulation or analysis of data** for use by others and to meet statutory requirements.
11. To undertake a number of regular administrative and IT based activities, including photocopying documents, dealing with incoming and outgoing post, arranging appointments in diaries for self and others and dealing with voicemail and e-mail enquiries, to support the provision of a service to others.
12. To set up, maintain and update service related filing systems, including files for service users, Operational instructions and other information, monitor quality control of files, archive closed files in accordance with agreed standards and procedures and ensure that all data is available on request and easily retrievable.
13. To administer and record all income and/or expenditure within the team, including administration for the Imprest account(s) processing cash payments, including petty cash and banking where appropriate, in line with agreed procedures to ensure that all financial responsibilities towards service users are met.
14. To process invoices, purchase orders, travel claim forms, timesheets, grant claims and other financial documents as required, verify information for accuracy against records in accordance with the relevant budget procedure and allocate appropriate budget coding prior to authorisation for payment by others.

15. To issue and maintain the supply of travel warrants, bus tickets and stamps for use by others in accordance with agreed procedures.
16. To review stocks of stationery, forms, service related information and literature and other office supplies and equipment and complete orders for goods and services as required for authorisation by others where this is appropriate, in line with agreed procedures to ensure that adequate supplies are available for internal and external use.
17. To contribute to the induction and training of all new staff within the team regarding **the full range of more complex** office procedures and computerised systems, including explaining administrative systems and procedures, how to use office equipment or standard software or databases and where to obtain basic role related information, **providing a shadowing facility and sharing knowledge with less experienced colleagues to ensure that a consistent approach to service delivery is maintained.**
18. To provide straightforward information and support regarding administrative and IT procedures relating to Carefirst and other computer software applications to other staff and agencies as required. **To provide less routine information and support regarding administrative and IT procedures relating to Carefirst and other computer software applications to other staff and agencies as required, e.g. answer more complex queries relating to system administration, or how to retrieve data from different files and compile into non-standard reports.**
19. To co-ordinate and monitor the team's network system, ensuring the correct level of access by the team members and that appropriate computer file management and house keeping is undertaken, including deletion of documents in accordance with the Recording Policy.
20. To report and follow up the maintenance and repair issues at service users' properties as required to ensure they are dealt with in line with agreed procedures, where this is appropriate to the team.
21. To participate in staff meetings, personal training and development activities and supervision sessions as required.
22. To uphold the Council's policies for anti-discriminatory practice and equality of opportunity.
23. To uphold the Councils and other departments' Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

General Accountabilities

(Please insert relevant paragraph from Job Description Questionnaire Guidance Notes on Health and Safety and Equality accountabilities)

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

BRIGHTON & HOVE CITY COUNCIL**PERSON SPECIFICATION**

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Section:	Generic

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none"> • Education to at least good GCSE/O level standard in English and Maths or equivalent. • Knowledge of the administrative function within a large organisation, including specific role-related bespoke databases/software, e.g. CareFirst or similar. • Knowledge and understanding of relevant policies, procedures, codes of practice and awareness of relevant legislation which would require a combination of instruction and practice or by attending training sessions, including the range of services provided by an Adult or Children’s Social Care service as appropriate.
Experience	<ul style="list-style-type: none"> • Significant demonstrable previous administrative/office related experience, i.e. in a front line Customer Service role or Social Care environment, dealing with members of the public in person and on the telephone, resolving more non-routine problems. • Experience of carrying out a wide range of administrative and clerical tasks, including word-processing, record keeping, filing, photocopying, etc. • Experience of organising and minuting complex meetings involving a range of individuals or agencies discussing sensitive and confidential information, e.g. case conferences relating to the protection of a child or vulnerable adult, professional forums discussing social care strategy, etc. • Experience of working in a confidential environment.

Skills and Abilities	<ul style="list-style-type: none"> • Good verbal and written communication skills in order to exchange straightforward information, take minutes at non-complex meetings and communicate effectively in person, by telephone and in writing with colleagues, Members of the Council, service users and other members of the public, some of whom may be distressed, angry or abusive. Well developed verbal and written communication skills in order to exchange information, some of which may require more careful explanation, interpretation or understanding and the ability to think about how best to convey the information to facilitate understanding, take minutes at complex, multi-discipline professional forums. • Good listening skills and the ability to act in a friendly, tactful, sensitive, efficient and supportive manner, including the ability to engage with individuals to coax information from them in stressful situations which may indicate the need for the urgent attention of a social work professional. • Good literacy skills to undertake a variety of tasks, e.g. maintain records, prepare reports, take minutes at routine/straightforward (complex, multi-discipline professional forums/) meetings, maintain diaries, e.g. for duty social work professionals. • Good keyboard, IT skills, e.g. to work with spreadsheets and databases to access, input, retrieve data to produce straightforward, routine reports, input/update personal information/financial data and produce documents and correspondence using word processing applications. • Good numerical skills to administer financial systems and process, e.g. collect monies, reconcile petty cash, maintain accounts, undertake banking, check and process invoices, travel/expense claims, timesheets. • Some analytical skills, e.g. to resolve discrepancies between financial records. Proven analytical skills, e.g. when collecting and collating data/information, using set systems and consistent with statutory requirements, policies and procedures. • Able to prioritise and co-ordinate several related tasks or activities, which are individually uncomplicated but may be ongoing, e.g. arrange routine meetings for others, reconciling accounts/petty cash, processing timesheets and invoices in line with agreed deadlines. Able to prioritise and co-ordinate several related tasks or activities which may be ongoing, e.g. arrange and re-schedule where necessary, complex, multi-discipline case conferences and other professional forums/meetings in line with agreed deadlines. • Able to use own initiative where necessary to solve routine and/or straightforward problems, most of which will have been experienced before. Able to use own initiative where necessary to solve less routine and/or straightforward problems, some of which may not have been experienced before. • Able to work accurately and with attention to detail. • Alertness and concentration, e.g. when reconciling petty cash, producing financial information, taking minutes at complex multi-discipline professional meetings/forums and drafting reports/correspondence. • Able to deal with some complex queries and know when to refer to more experienced/senior staff. Able to deal with more complex queries, including those that require some investigation to resolve. • Ability to work in a confidential environment. • Able to deal effectively with regular exposure to distressing or emotional circumstances, e.g. when taking minutes or typing reports concerning abuse of a child or vulnerable adult.
Equalities	<ul style="list-style-type: none"> • Able to demonstrate a commitment to the principals of Equal Opportunities and be able to carry out duties in accordance with that policy.

**Other
Requirements**

- Evidence of relevant training and development undertaken during current or recent employment and of a commitment to continuing personal development.
- Commitment to providing an efficient, effective and professional service.
- Commitment to team working.
- Recognising that the working environment can be stressful at times and dealing with each situation in an appropriate manner.