# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Scheme Support Assistant

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Lewes

# GRADE: [East Sussex Single Status Grade 6](https://www.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Senior Project Officer

# Purpose of the Role:

Support With Confidence is our Adult Social Care accreditation scheme run in partnership with Trading Standards. The scheme works to approve the quality of local care and support providers, many of whom are personal assistants (PAs) and micro businesses currently operating in the unregulated sector of the social care market.

The scheme’s aim is to enhance the quality and experience of people’s care. PAs and local care and support services are ideally placed to provide personalised care and support and, through the accreditation and ongoing development provided by the scheme, well placed to respond to emerging need for both funded and self-funded clients. The scheme works closely with Adult Social Care operational teams and commissioners.

The Scheme Support Assistant plays a key role in the operational delivery of the accreditation scheme. Leading on the administration and accreditation tasks of the scheme and being the first point of contact for all scheme enquiries. Alongside this the role will also be involved in scheme process and policy reviews, recruitment and publicity campaigns, and scheme networking events. The role will also carry out other discrete pieces of work as required, contributing to meeting the scheme’s development plan priorities and the scheme’s focus to continually improve its services.

# Key tasks:

1. Lead on the administrative and technical tasks associated with the delivery of the core objectives of the Support With Confidence Scheme. This will include initiating the application process including a wide range of business background checking, making DBS applications, interview and meeting scheduling and seeking references.
2. Assist with the provision of a high quality service to ensure the achievement of departmental, service and personal performance targets including agreed key performance indicators.
3. Be the first point of contact for all scheme enquiries, supporting a wide range of customers, operational and departmental staff, external agencies and other stakeholders. Delivering customer service support in an environment which includes contact with vulnerable service users.
4. Provide accurate and timely information and guidance to all enquirers, as well as problem solving and recommending courses of action as required. Providing responses by email, in writing, via the telephone and in person.
5. Produce written correspondence for a broad range of stakeholders, creating template emails and letters for use across the service.
6. Minute, produce and distribute accurate records of routine office meetings e.g. team, departmental, inter-agency meetings.
7. Provide support in the organisation and delivery of service events, for both internal and external audiences.
8. Arrange service meetings e.g. interviews, for internal and external attendees, including venue bookings and producing invitations for all attendees.
9. Accurately input and maintain data in the computerised systems, databases and spreadsheets for the service, as well as external systems. Processing, retrieving, analysing and cleansing data as necessary and in accordance to GDPR requirements.
10. Produce basic management information reports, providing reports in a structured and accurate format, ensuring that they are in accordance with departmental standards. This will include the development of work plans, producing excel charts and graphs.
11. Assist with the continuous review of information and data systems and processes to ensure the services meet corporate and locally set quality standards, including cleansing and auditing of data held on the database system and offer solutions for improving data accuracy.
12. Administer and monitor all financial transactions for the service, including processing card and online payments. Keeping accurate records of all payments received and refunds issued, investigating operational budget queries and providing service income reports as required.
13. Participate in service development work, leading on work and projects that review and improve administrative processes of the service
14. Plan and organise work, undertaking tasks associated with the delivery of agreed programmes of work and manage work load in line with quality standards, agreed time scales.
15. Support the service management team and other team members, with the completion of a broader range of tasks and work programs, outside of the normal requirements of this post. Tasks which will either ensure services are maintained or development activities can be taken forward.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Able to communicate concisely, orally and in writing using plain English to convey clear messages with a wide variety of stakeholders * Ability to deal with challenging and distressed callers on the telephone * Excellent attention to detail & accuracy. * Good numeracy and literacy skills * Ability to effectively organise own and team workload and meet deadlines. * Good computer/keyboard skills. * Ability to exercise discretion in dealing with sensitive information to maintain strict confidentiality where appropriate * Ability to minute and produce accurate records of meetings |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * QCF Level 2 in Maths and English Language or be able to demonstrate equivalent level experience * Willingness to undertake professional vocational qualification related to the role |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Working knowledge of Microsoft Office, including Word, Excel, Power Point, MS teams, Outlook and Internet Explorer * Knowledge of GDPR requirements and how to apply these to working practice |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Knowledge of the services provided by the scheme and Adult Services |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of event and meetings organisation for a wide range of attendees * Experience of reviewing business systems. * Experience of using databases. * Experience of Budget monitoring. |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of hybrid working |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Ability to work in a team and on own initiative. * Good time management. * Customer orientated approach to work. * A commitment to personal development and training. * A commitment to equal opportunities and anti-discriminatory practice. * Excellent interpersonal skills * Flexibility in approach to work |

**Date (drawn up): Modified June 2022**

**Name of Officer(s) drawing up person specifications: LP, CB**

**Job Evaluation Reference: 8689**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |