



Job profile

Operational Support Assistant

Grade B/C

Group: Children, Adults & Families

Service: Adult Social Care

Location: Civic Centre

Line Manager: Operational Support Officer

Car User Status: N/A

Job Purpose

To ensure the provision of an effective and efficient Operational Support Service.

The key roles of this post will include:

1. 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.
2. To undertake duties associated with Operational Support Services.
3. To assist in the development and maintenance of administrative procedures.
4. Assist with financial/budget monitoring systems and maintain in accordance with the Council's financial regulations.
5. The maintenance of information systems to ensure data used is accurate and up to date.
6. Support to Service Managers as per agreed protocols.
7. To ensure that all cash handling and associated procedures are carried out in line with the Council's financial regulations.
8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Working knowledge of computer packages including word and excel
- Manual information systems

Experience

- Working in business administration environment.
- Conveying, servicing meetings.
- Good word processing skills demonstrating speed and accuracy.
- Organising and prioritising your work.
- Meeting deadlines.
- Excellent customer care skills.
- Effective written and oral communication skills demonstrating a high standard of accuracy.
- Implementing, monitoring and reviewing admin systems and procedures.
- Good organisational skills.
- Maintaining professional manner when dealing with someone who may be distressed or anxious.

Qualifications

- NVQ Level 2 in Business Administration or equivalent.

Desirable:

Knowledge

- Social Care

Experience

- Administrative experience in a social care or health background
- Working with computerised financial systems.
- Working in a customer focused setting.

Qualifications

- NVQ Level 3 in Business Administration or equivalent



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