

Role Profile

Date	8 November 2008
Family	Service Administration
Role Profile Level	3A

PURPOSE

To organise, assess and process information to support administrative systems and customers.

ROLE ACCOUNTABILITY	END RESULT
Reports	
Prepare and provide management information and reports based on existing data	- Information is relevant and accurate - Management decisions are informed
Reception	
Provide or participate in a face to face or telephone reception service.	Front line enquiries are dealt with or directed.
Customers	
Respond to customer, internal stakeholder and partnership organisations' enquiries and operational issues.	- Enquirers are informed of situation and any action to take - Provision of customer services and operations to required standard
Advise customers of assessment results and initiate payments/invoices	- Customers aware of results - Payment invoice arrangements put in place.
Resources	
Deploy resources within clearly defined guidelines to respond to customer problems or emergency situations	- Provision of assistance to the public - Health and safety of service users - Timely delivery of appropriate resource
Data Management	
Enter data, assess and verify data and resolve routine exceptions.	Data verified and exceptions resolved
People Management	
Assist team members in learning relevant work processes.	Work achieved to standard and quality
Office services	
Carry out a range of support services in the office area to defined deadlines and timetables.	- Dealing with received documents, applications and correspondence - Preparation of meeting documents and records - Accurate filing and storage
Take minutes for internal and external use	Accurate record of the meeting and actions agreed
Carry out a range of personal and administrative support services for one or more managers	- Schedule meetings and events - Travel arrangements for senior colleague(s) - Support senior colleagues and management
Financial Transactions	
Process, monitor and reconcile financial transactions. May involve cash or cheque handling and authorising small value public refunds	- Documentation and information processed according to system requirements - Monies reach the correct destination in a timely manner

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Supporting internal and external customers May involve direct contact with members of the public May involve direct contact with difficult service users
Working Environment Context (physical, disagreeable, health and safety aspects)
Office or public building based
Creativity; discretion; impact: concentration
Act within guidelines and standard procedure May include problem solving such as financial reconciliation
Planning requirement
Forward planning and setting own priorities in the short term
Key facts and figure ranges (include likely size of any team managed)
No budget involvement
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Good standard of education including literacy and numeracy. Working knowledge of who Council colleagues are and what they do Understanding of how to deal with customers to required standards of service Working knowledge of processes, procedures, systems and regulations within area of operation Knowledge of service provided in own area and service specific guidelines Knowledge of multiple services desirable Understanding to effectively investigate records and data to answer queries Equivalent to Highers
Equipment operated and essential skills
Thorough working knowledge of relevant software packages ECDL Operation of office equipment