

JOB PROFILE

Post Title: Administration Support Worker

Post No: Generic

The Administration Support Worker will be based in one of a number of settings and will provide a range of administrative support to a locality or team(s). A degree of flexibility will be required, to meet the demands of the service.

There may be considerable contact with customers, families and carers who will have varying degrees of need of which the postholder will be required to respond as appropriate.

The Administration Support Worker will report to the Manager of the relevant service or team.

Tasks to be undertaken at **Grade F Level:**

- To ensure the effective administration of the office;
- To undertake typing of a range of documents including, letters, memos, reports, assessment forms etc;
- To undertake filing, including documents of a confidential nature;
- To undertake photocopying of a wide range of documents as required;
- To receive visitors to the buildings, answer telephone, take accurate messages, passing on information as appropriate;
- To undertake the completion of a range of standard forms as required;
- To collate and key data e.g. annual inventory of equipment;
- To act as the petty cash imprest holder, checking and balancing cash monthly and processing claims as required; collection and banking of cash received from service charges; responsibility for checking and balancing bank accounts e.g. Hansel funds, food accounts;
- To collate statistical information relating to the services provided, as required e.g. in relation to a Freedom of Information request, Meals on Wheels, Residential and Day Care;
- To maintain authorised signatory information in accordance with agreed procedures;
- Responsible for stock control to ensure adequate supplies e.g. stationery, protective clothing etc;
- To process all financial transactions using the Council's financial management system e.g. purchase orders, purchase and sales invoices, journal entries;

- To process and maintain staff attendance documentation e.g. annual leave records including, calculation of leave due for all staff groups, sickness recording;
- If required, to ensure that service delivery is maintained e.g. to identify staff to cover shifts or care packages and allocate staff appropriately;
- If required, arrange cover for the Social Worker day duty and Out of Hours/On Call duty system, ensure that service user and any other information is up to date, ensure that the Out of Hours procedures are maintained and up to date;
- To co-ordinate relevant documentation relating to service user records e.g. admissions and discharges to residential care, tenancy allocations or terminations, ensuring that the Social Care database is kept up to date;
- To maintain information on Approved Driver applications and to liaise with the Safety and Risk section when queries arise;
- To undertake recruitment related administration e.g. facilitate local interview arrangements, liaise with Human Resources as required, access staffing information using the Council's Payroll/HR system;
- To arrange transport for service users, trainers and staff as required;
- To assist with urgent deliveries and collections outwith the office;
- To draft correspondence e.g. letters, memos, reports as required
- To ensure that all payroll related documentation e.g. electronic rota systems, expenses claims are processed accurately and submitted in accordance with Payroll deadlines;
- To participate in training appropriate to the duties of the post;
- To undertake higher duties as part of a personal development plan;
- To maintain confidentiality at all times.
- To take minutes at relevant meetings

From time to time, the Council may require the postholder to undertake duties outside those specified.

PERSON SPECIFICATION

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This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment and selection process, we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

Additional post specific attributes are set out below;

	ESSENTIAL	DESIRABLE
<u>Personal Features/Qualities</u>	Initiative Confident in dealing with difficult situations Non judgemental attitude Reliable and honest Motivated	Capacity to work under pressure
<u>Relevant Experience</u>	Previous office experience Experience of using Council computer systems e.g Integra, Swift, Chris or other similar systems	

Experience of delivering frontline customer service

Education

SVQ Level 2 or working towards SVQ Level 3/HNC or equivalent

SVQ Level 3/HNC or equivalent

Commitment to continuing professional development

Skills, Abilities and Knowledge

Good organisational skills

Comprehensive knowledge of service provision

Knowledge of service provision, policies and procedures

Very good interpersonal and communication skills, including ability to draft correspondence

Minute taking

Allowances: Distant Islands Allowance

Evaluated Grade: F

Date of Evaluation: 2009

Category: Business Support

PVG Membership: Adults & Children

Disclosure Check: -

Pre-Employment Medical Questionnaire: -

Date of Last Amendment: 03/09/2026