

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 full 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 to 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 **Administration Support Worker Grade G Level:**

- To be responsible for the effective administration of the office;
- To undertake typing of a range of documents including, letters, memos, reports, assessment forms etc;
- To be responsible for maintaining a comprehensive filing system including documents of a confidential nature;
- To prepare materials and undertake photocopying of a wide range of documents as required;
- To receive visitors to the buildings, answer telephone, take accurate messages and dealing with information as appropriate;
- To design and complete a range of standard forms as required;
- To collate and key data as required;
- 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 Fund, food accounts;
- To collate statutory and statistical information and other information relating to services provided e.g. Freedom of Information requests and Care Inspectorate information;
- 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;
- 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 and staff, trainers as required;
- 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 ensure that all records are kept in accordance with the Council's Records Management Policy;
- To service meetings, e.g. meetings with other agencies, internal meetings including, meeting arrangements (venue, times etc), diary management, agenda management, researching information, as required;
- 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 ensure that administrative and financial procedures are implemented e.g. identify procedural gaps, contribute to improving and developing procedural guidance;
- To prepare costings as required e.g. Crossroads, Training packages as required;
- To assist Budget Responsible Officers (BRO's) in respect of budget monitoring activity e.g. ensuring codings are correct;
- To take minutes at difficult or complex meetings or case conferences e.g. case conferences, complaints, staffing issues;

- To provide support, guidance and induction training to new colleagues in a comparable post;
- To assist with urgent deliveries and collections outwith the office;
- To develop a comprehensive knowledge and understanding of the services provided by the service area in which the postholder is employed;
- To participate in training appropriate to the duties of the post;
- To undertake supervision, if required; and
- To maintain confidentiality at all times.

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>	Capacity to work under pressure Ability to problem solve with minimal supervision Non judgemental attitude Reliable and honest Motivated Confidence in dealing with difficult situations	
<u>Relevant Experience</u>	Comprehensive office experience Experience of using Council	Some supervisory experience

computer systems e.g. Swift, Chris
and Integra or similar systems

Experience of complex minute
taking

Experience of records
management

Education

SVQ Level 3/HNC or equivalent

Skills, Abilities and
Knowledge

Excellent customer care,
interpersonal and communication
skills

Creativity

Relevant specialist area of
expertise

Comprehensive knowledge of
service provision, policies and
procedures

Excellent ICT skills

Ability to analyse complex
Information

Ability to maintain confidentiality

Allowances: Distant Islands Allowance

Evaluated Grade: G

Date of Evaluation: 2009

Category: Business Support

PVG Membership: Adults & Children

Disclosure Check: -

Pre-Employment Medical Questionnaire: -

Date of Last Amendment: 03/09/2026