

## JOB DESCRIPTION

<b>Job Title</b>	Adult Operations Business Support		
<b>Directorate</b>			
<b>Reporting to</b>			
<b>Grade</b>	13		
<b>Evaluation ref:</b>	AG0249	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
To provide a comprehensive administrative support to Adults Operations			
<b>Responsibilities</b>			
<p>Where required undertake a range of project research and first level project management activities requiring the postholder to specify tasks and actions and to work across different groups.</p> <p>Collate, analyse, and interpret key data relating to operational, resource and performance management. Ensure that senior colleagues are provided with accurate and timely information on which to take decision and to inform service development and improvement. Engages with other services and agencies to ensure that the data/information given provides a complete picture.</p> <p>Within the team lead on the introduction of new activities, systems and procedures. Provide clear communication, cascading information from a variety of sources. Ensure that corporate, service-based and business change initiatives are understood and embedded in the team. Arrange for training and development for team members as appropriate to enable a positive response to change.</p> <p>Understand the Somerset Council budget monitoring and financial processes. Investigate and resolve budget queries. Contribute to the budget management process and engage with senior colleagues in constructing budgets and contributing to the MTFP process. Produce first level budgetary reports as require and specified by senior colleagues.</p> <p>Act as a focal point of contact for business support and financial related queries, providing advice and guidance to operational (and others) staff, suppliers, clients, members of the public, partner agencies and public bodies.</p> <p>As the manager of staff who may have regular interaction with clients/customers and members of the public and as such may be required to take over when dealing with challenging situations. Any action taken will be reported and more complex queries referred to senior colleagues.</p> <p>Sound communication and excellent team working skills and abilities to ensure and deliver high levels of performance and responses from the team.</p> <p>From time to time investigate and find resolution of a range of issues, requiring first level negotiating and influencing skills.</p> <p>Attend and support meetings as required to contribute to the development and enhancement of service provision.</p>			

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Where required, coordinate and administer a range of meetings where statutory and local deadlines and other requirements have to be met. Notes of the meetings can be used in court proceedings and other legal processes. The administration and organisation of these meetings will involve engagement and agreement with a range of multi-agency senior colleagues.

### Impact

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Where required contribute to the office/building management of the location ensuring effective office and equipment maintenance and health and safety requirements are met.

### Knowledge / Experience / Skills

#### Knowledge

Ability to communicate effectively and confidently with colleagues at all levels.

Able to prioritise and work to deadlines.

Well-organised and accurate.

Resourceful.

Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).

#### Experience

Previous experience of working in an administrative role.

Previous supervisory experience.

Previous experience of team working.

#### Qualifications / Registrations / Certifications

Minimum NVQ Level 3 Standard / 5 GCSE's including Maths and English at Grade C or above with good standards of literacy, numeracy and accuracy.

Proficient in Microsoft Office programmes including Outlook, Word and Excel.

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Proficiency in Microsoft Office Power Point.

### **Skills**

Positive, committed, adaptable, thorough and confident approach.

Able to practice high levels of confidentiality at all times.

Proactive and able to work with little supervision, using own initiative.

Ability to prioritise and reprioritise work to meet changing deadlines with a flexible approach to work.

Drive and self-motivation – “can do” attitude.

Ability work as part of a collaborative team.

Demonstrate good accuracy skills and attention to detail.

Good communication skills at all levels

Tactful and diplomatic.

Reliable.

### **Working Conditions**

### **Working Arrangements**

### **Corporate Responsibilities**

Date: