

Job description

Job title: Senior Service Support Officer (Localities and MASH)

Grade: Dorset Grade 7

Job evaluation reference: HS 454

Job family: Business, Policy and Administration

Purpose and impact

1. To facilitate the effective and efficient achievement of the external customer's purpose through the management of a team that provides service support to operational and support staff within a designated team or function.

Key responsibilities

2. To organise cover for Case Support Co-ordinators, Service Support Officers, First Contact Officers or Administrative Assistants absences (where appropriate) or to undertake the role if no cover can be found.
3. To be responsible for the delivery of service support provided by the team and to ensure that systems are followed and standards maintained.
4. To undertake tasks and resolve issues within general guidelines, specific to the designated team.
5. To provide support for diary and email management for multi-agency meetings.
6. To support operational managers with researching, reviewing and resolving performance issues.
7. To maintain service records on behalf of the designated team, including data cleansing, as directed.
8. To be responsible for ensuring compliance with financial procedures including banking, petty cash / imprest account, postage arrangements, purchasing and payment of goods and services, raising of invoices and collection of monies, end of year reconciliations.
9. To work in partnership with Service Support Managers/Business Support and Operational Managers in the identification, development and implementation of system changes and new ways of working within the team.
10. To organise duty rosters (where applicable).
11. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

To lead and manage the day to day running of a designated team of officers in accordance with Council policies and procedures, including the full range of line management duties.

Other factors

12. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.



13. Responsible for petty cash accounts and occasional safe keeping of service users monies and safe-keeping of service users house keys/premises in respect of 'Protection of Property Orders' (Adult and Community Services only).
14. Responsible for distributing vouchers and charitable donations to eligible service users and retaining appropriate records of payments (People – Childrens Directorate only).
15. Where the post is based within the People – Childrens Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
16. The post is office based with some travel required to attend meetings and other service locations.
17. Work is subject to frequent interruptions involving changing demands from operational staff.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.

Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 4 GCSE's (or equivalent) at grade C or above including English and Mathematics, or equivalent ability evidenced from testing.	Application form
2. OCR Level 3 Certificate in Administration (Business Professional), or equivalent.	Application form
Experience	
3. Significant positive experience in an administrative role, using computerised systems.	Application form Interview Assessment
4. Positive experience of financial administration/budget management as relevant to the role.	Application form Interview Assessment
5. Positive experience in all aspects of personnel management.	Application form Interview Assessment
6. Positive experience in project work.	Application form Interview Assessment
Knowledge	
7. Proven effective knowledge of office practices and administrative procedures.	Application form Interview Assessment
8. Advanced understanding of a range of IT applications including Word, Excel, Databases, Email and Internet.	Application form Interview Assessment
9. Good understanding of financial and budgetary management.	Application form Interview Assessment
10. Good understanding of project management principles	Application form Interview Assessment
11. Good understanding of personnel management principles.	Application form Interview Assessment
12. Good understanding of customer demand and journey.	Application form Interview Assessment
Skills and abilities	
13. Good written and oral communication skills.	Interview Assessment



	References
14. Ability to organise own workload and others, prioritising tasks and working to defined deadlines under pressure.	Interview Assessment References
15. Ability to work with minimum supervision and to use own initiative.	Interview Assessment References
16. Ability to manage working relationships with people at all levels, both internal and external.	Interview Assessment References
17. Ability to build up knowledge of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment References
18. Ability to understand the interfaces and interactions between different parts of the system within the field of work relevant to the function.	Interview Assessment References
Our values	
19. Respect	Interview Assessment
20. Together	Interview Assessment
21. Accountability	Interview Assessment
22. Openness	Interview Assessment
23. Curiosity	Interview Assessment
Other	
24. Consistently demonstrates Dorset Council's five core behaviours; future focus, leadership, responsibility, collaboration and integrity.	
25. Able to fulfil the travel requirements of the post (where applicable).	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
26. ECDL or equivalent IT qualification.	Application form
Knowledge	
27. Understanding of policy, legislation and developments in the field of work relevant to the function.	Application form Interview Assessment

Approval

Manager's job title: Pay & Rewards
Date: May 2016

