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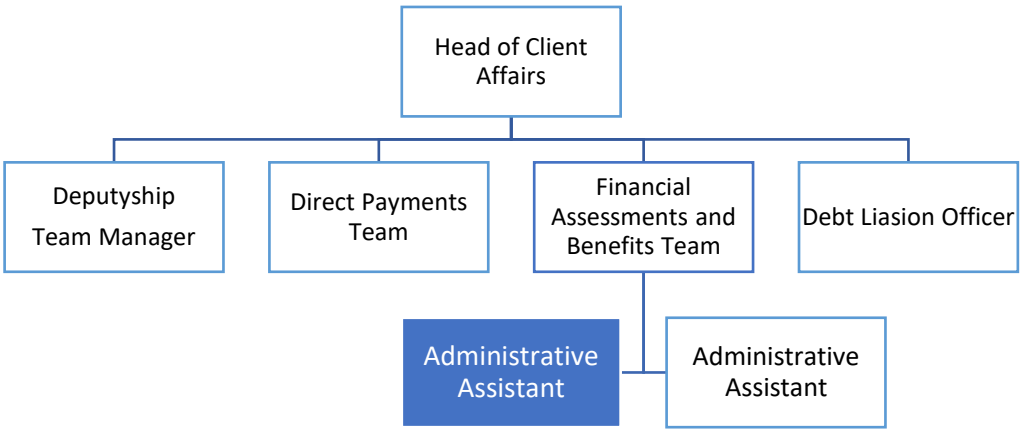
# Job description

| | | | |
|---|---|---|---|
| **Job title:** | **Adminstrative Assistant (part-time 18.5 hours per week)** | | |
| **Directorate:** | **People** | **Salary:** | **For 18.5 hours per week: £13,423- £15,257 per year** plus £376 pro rata for London Weighting.<br><br>**(FTE £26,847 - £30,515 per year** plus £753 for London Weighting) |
| **Section:** | **Client Affairs** | **Grade:** | **BG-I SCP6-14** |
| **Location:** | **Time Square** | **Work style:** | **Hybrid** |

## Key objectives of the role

1) Provide day to day operational support to Bracknell's Financial Assessments and Benefits Team.
2) Manage and maintain our systems and database containing client information.
3) Liaise directly with residents and colleagues regarding financial assessments and care related queries.
4) Assisting in relevant service delivery including managing a team inbox and mail correspondence, arranging appointments for residents, signposting for information or further advice and reporting on performance data to the Head of Client Affairs.

## Designation of post and position within departmental structure



## Daily and monthly responsibilities

- Support with daily correspondence via managing a team mailbox, and physical mail including financial, care and possibly legal documentation.
- Maintaining and updating our digital database, ensuring confidentiality is upheld for residents and their personal or financial information.
- Supporting residents and colleagues with advice, guidance or signposting in response to financial or care related enquiries.

## Scope of role

There are no direct budgetary responsibilities for this role, however the Administrative Assisstant will be directly supporting the Financial Assessments and Benefits Team in their duty to financially assess residents in receipt of eligible services. This function provides vital income to the council and directly supports Adult Social Care services. Therefore, a keen sense of financial responsibility and duty to safeguard residents and their assets is desired.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

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## Person specification

| Key criteria | Essential | Desirable |
|---|---|---|
| **Skills and qualifications** | GCSE or equivalent in Maths and English.<br><br>Proficient in Microsoft Office, particularly Outlook and Excel. | ECDL<br><br>Related Office Admininstration qualifications or experience. |
| **Competence summary** (Knowledge, abilities, skills, experience) | Understanding of and commitment to the requirements of safeguarding vulnerable adults and promoting their welfare. | Related Care Act knowledge or qualifications.<br><br>Knowledge or experience of the Department for Work and Pensions. |
| **Work-related Personal Requirements** | A strong dedication and commitment to upholding the rights of individuals. | |
| **Other work requirements** | A satisfactory Basic Disclosure and Barring Service check.<br><br>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time. | |
| **Role models and demonstrates the Council's values and behaviours** | Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.<br><br>We make our values real by demonstrating them in how we behave every day. | |

**All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.**

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