

Job Title:	Administrative Officer, C&F Initial Response Team & Multi Agency Safeguarding Hub (MASH)
Care Group:	Social Care Services
Responsible to:	Administration Manager, Social Work Teams

Overview

The creation of Manx Care in 2021 involved the integration of all social care services. Work is ongoing in Social Care to cement this integration, exploring culture and effective ways of working within the new structure of Manx Care, with the Department of Health and Social Care and with our stakeholders and partners. This role is required to provide vital support to the IRT and MASH teams.

CARE

Manx Care prides itself on being committed and passionate, accountable and reflective, respectful and inclusive and excellent and innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

This is an interesting and fast paced role, which will bring the post holder into contact with service users, members of the public, staff and a range of professionals within Manx Care. You will be providing essential support, along with business support colleagues in Children & Families Initial Response Team and the Multi Agency Safeguarding Hub (“MASH”). The post holder will have excellent communication skills, both verbal and written and be able to demonstrate a proven ability to effectively deal with difficult situations, whilst handling sensitive and confidential information in an appropriate and respectful manner.

The post holder will be responsible for the delivery of a high standard of administrative support primarily to the MASH team, but also the wider Children & Families Initial Response Team, including ensuring that statutory meeting timescales are met. The post holder will also support the Adult Safeguarding Team in respect of uploading documents and outcomes to service user records.

Duties and Responsibilities

- To provide administrative support, as appropriate to the IRT/MASH.
- Distribution of referral outcomes within the statutory timescales.
- Dealing with and distribution of mail, reports, summaries, for the designated professionals and or their team.
- To be aware of and to ensure coordination of work, to meet quality standards with regard to accuracy and deadlines setting out priorities, without direct supervision and managing and prioritising workloads whilst working to deadlines.
- To proofread records, assessments and letters as required. To anonymise assessments or other documents using Adobe Pro in line with instructions given by Social Work colleagues.
- To effectively and efficiently administer and keep an accurate and current record within those relevant IT systems, including but not limited to LiquidLogic, RiO, Word, Email, Visio, Excel and Power Point.
- To manage and maintain office diaries, arranging meetings, venues, collating and issuing agendas, sending out of invites to the various attendees, outcomes and minutes in a secure and GDPR compliant way.
- To liaise with other staff to establish appropriate working patterns in order to provide an optimum secretariat / business support service.
- To receive, redirect and make telephone calls as required and ensuring, where possible, telephone calls are dealt with appropriately in a calm and easily understood manner, being as informative, empathic and reassuring as possible.
- To maintain accurate and up to date electronic records as appropriate.
- To ensure that all urgent correspondence is seen accordingly.
- To provide cover for other business support colleagues when on planned or unplanned leave.
- To support other members of the team, including the wider administrative team as required.
- When necessary, to assist across a range of different teams to provide high quality administrative support.
- To uphold confidentiality and sensitivity at all times.
- You may be required to book travel and accommodation for staff.
- You may be required to process invoices and other transactions for payment.
- Any other duties commensurate with AO grade.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.



As a member of Manx Care, the role holder represents the Care Group in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the organisation and the work that it seeks to achieve.

The job holder reports to the Administration Manager who has an overarching managerial oversight role for all secretarial and administrative staff within the service area. The job holder will be responsible on a day-to-day basis to the Manager of the MASH / IRT Teams, as applicable.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Competency Levels For This Post Are:

Leading and Working Together	Level B
Communicating and Influencing	Level B
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level B





**Isle of Man Civil Service
Person Specification**

Job Title:	Administrative Officer – MASH / Initial Response Team
Department:	Manx Care
Care Group:	Integrated Social Care Services
Grade:	Administrative Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility <ul style="list-style-type: none"> • Hold 5 GCSE's (or equivalent) at grade C (4) or above 	D	CV
Capability <ul style="list-style-type: none"> • Relevant experience in notetaking for meetings including that of complex meetings; • Good verbal and written communication skills; • Working knowledge of Microsoft products such as Word and Excel; • Relevant experience in an administrative office setting; • Experience of an environment where confidentiality and data security are of paramount importance; • Ability to be organised and prioritise tasks, ability to deal with multiple demands; • Ability to deal with people at all levels with tact and confidence 	D E D D E E	CV/Interview Interview CV/Interview CV CV Interview Interview

<p>Character</p> <ul style="list-style-type: none"> ✔ Reliable and self-motivated; ✔ Good verbal and written communication skills ✔ Able to work as part of a team; ✔ Sensible and balanced approach when dealing with sensitive issues; ✔ Able to maintain accuracy and attention to detail; ✔ High level of integrity 	<p>E E E E E E</p>	<p>CV CV Interview Interview Interview Interview</p>
<p>Circumstances</p> <ul style="list-style-type: none"> ✔ Isle of Man Worker ✔ Satisfactory Police Check 	<p>D E</p>	<p>Application Pre-Employment checks</p>