

## Job Description

<b>Job Title:</b>	Administrative Officer – Older People Community Team -
<b>Grade:</b>	Pay Band 7
<b>Care Group:</b>	Social Care, Adult Social Work
<b>Responsible to:</b>	Administration Manager, Social Work Teams
<b>Based:</b>	Murray House

### 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 Adult Safeguarding Team.

### 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

The post holder will be responsible for the delivery of a high standard of administrative support to the Older People & Community Team in a timely and efficient manner.

### Duties and Responsibilities

- To provide administrative support to the Older People Community Team.
- Organising team and some service user meetings, including invitations, booking venues, note taking and writing up Minutes.
- To process invoices in accordance with the Financial Regulations.
- Update cost changes and provider information.
- 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.
- Ascertaining bed capacity from private and government run residential homes.

- First point of contact by telephone for the Older People Community Team; offering advice (where applicable/appropriate), assistance and passing on messages in a timely manner to the relevant personnel.
- Dealing with administrative tasks, including but not limited to, preparing and sending correspondence, both electronically and by hard copies – such as acknowledgement, closure and feedback letters.
- To effectively and efficiently administer and maintain all relevant IT systems, including but not limited to Rio, Word, Outlook email and Excel.
- To maintain accurate and up to date electronic records as appropriate.
- Update waiting list and triage list on Teams.
- 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.
- Provide administration support for the annual World Social Work Day, including creating PowerPoint slides for the event.
- To uphold confidentiality and sensitivity at all times.
- Any other duties consummate with the post as delegated by the Older People Community Team Manager/Senior Practitioner or Line Manager.

## Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Care Group 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 Division and the work that it seeks to achieve.

The job holder reports to the Administration Manager, Social Work Teams. The job holder will be responsible on a day-to-day basis to the Manager of the Adult Safeguarding Team.

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 his/her own health and safety and the impact of his/her 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:**

<b>Leading and Working Together</b>	<b>Level A</b>
<b>Communicating and Influencing</b>	<b>Level A</b>
<b>Achieving Results</b>	<b>Level A</b>
<b>Delivering a Quality Service</b>	<b>Level B</b>
<b>Changing and Learning</b>	<b>Level A</b>
<b>Showing Commitment and Resilience</b>	<b>Level A</b>

**Isle of Man Civil Service  
Person Specification**

<b>Job Title:</b>	Administrative Officer – Older People Community Team
<b>Department:</b>	Manx Care
<b>Care Group:</b>	Social Care, Adults
<b>Grade:</b>	Administrative Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<b>Credibility</b> <ul style="list-style-type: none"> <li>♥ Hold 5 GCSE's (or equivalent) at grade C or above;</li> </ul>	D	CV
<b>Capability</b> <ul style="list-style-type: none"> <li>♥ Relevant and transferable office experience or working with members of the public;</li> <li>♥ Excellent written and oral communication skills;</li> <li>♥ Working knowledge of Microsoft products such as Word, Excel and PowerPoint;</li> <li>♥ Ability to be organised and prioritise tasks, ability to deal with multiple demands;</li> <li>♥ Ability to deal with people at all levels with confidence, tact and diplomacy;</li> <li>♥ Skilful multi tasker, able to deal with varying workload and work to tight deadlines</li> </ul>	D  E  D  D  D  E	Interview  CV  CV  Interview  Interview  Interview
<b>Character</b> <ul style="list-style-type: none"> <li>♥ Understanding of and commitment to confidentiality</li> <li>♥ Reliable and self-motivated;</li> <li>♥ Ability to work as part of a team;</li> <li>♥ Balanced approach when dealing with sensitive issues.</li> <li>♥ High level of integrity</li> <li>♥ Ability to be organised and prioritise tasks, ability to deal with multiple demands;</li> </ul>	E  E  E  E  E	CV  CV  Interview  Interview  Interview  Interview

<p><b>Care</b></p> <ul style="list-style-type: none"> <li>• Committed to delivering an excellent service;</li> <li>• Appreciative of the reason the Care Group exists and the work of the professionals within it;</li> <li>• Respectful of need to maintain confidence of information privy to due to the nature of the role.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Circumstances</b></p> <ul style="list-style-type: none"> <li>• Isle of Man Worker;</li> <li>• Satisfactory Police check;</li> </ul>	<p>D</p> <p>E</p>	<p>Application</p> <p>Pre-Employment checks</p>