

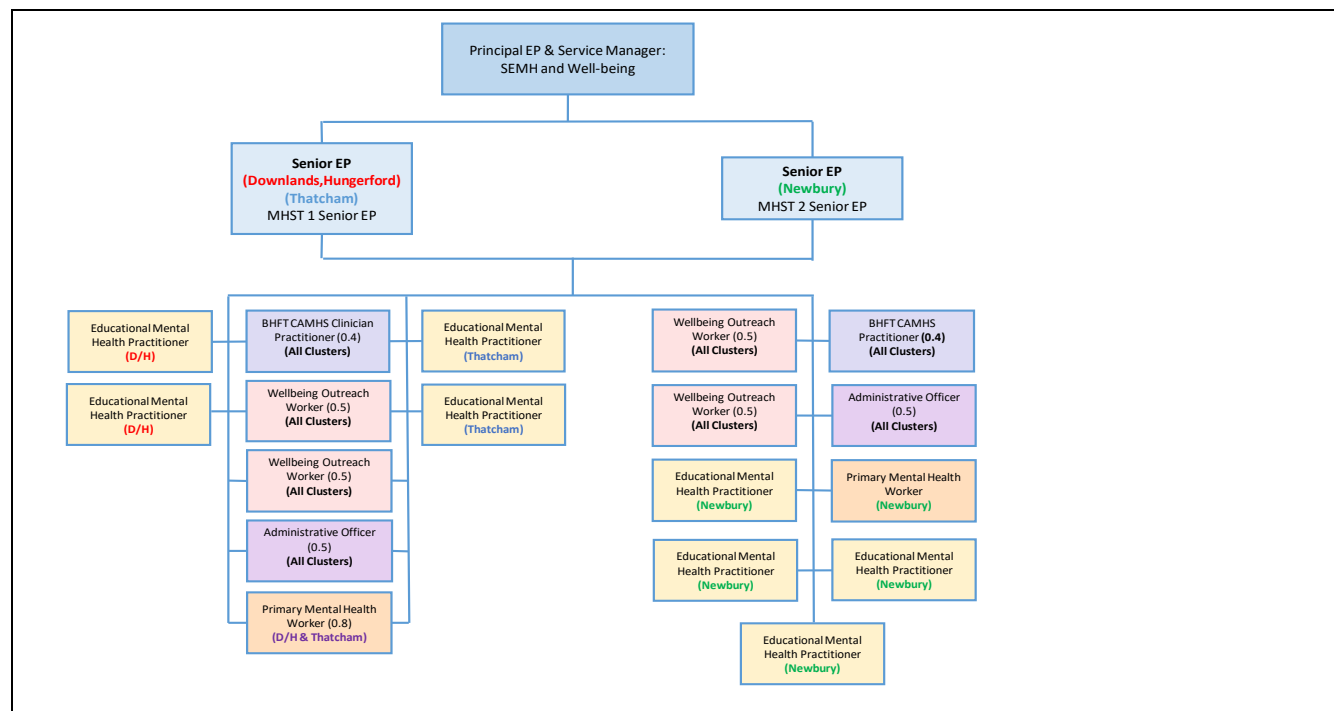
Job Description and Person Specification

Job title:	Administrative Officer
Directorate:	Peoples
Service:	Education
Team:	Mental Health Support Team
Post number:	
Salary grade:	Grade D
Work location:	Market Street, Newbury, Berkshire, RG14 5LD
Reports to:	Senior Educational Psychologists, Mental Health Support Team
Supervises:	N/A

Job Purpose

To provide administrative and business support to the Mental Health Support Teams (MHSTs). The post-holder will perform a variety of duties supporting the range of functions within the MHSTs. The post-holder will need to be organised and efficient ensuring professional and timely delivery of service. The post-holder should also be creative and enthusiastic about working in an innovative early intervention service for children and young people.

Structure Chart



Main Duties and Responsibilities

Mental Health Support Team (MHST)

- Provide a range of specialist administrative and secretarial support to teams or individuals to meet the specific requirements and processes of the MHST.
- Provide PA functions for the Senior Educational Psychologists.
- Assist team members in developing child friendly resources and signposting materials.
- Develop content for use in marketing and advertisement of the MHST.
- Compiling and posting MHST outcome letters.
- Compiling and sending MHST letters.
- Run and produce reports of data each quarter for presentation to our funders.
- Processing requisitions, purchase orders and invoices on Agresso
- Inputting data and supporting the MHST with IAPTUS (training provided).

Emotional Health Triage (EHT)

- Assist in operating EHT'S virtual front desk by answering a range of telephone and personal enquiries from both internal and external service users.
- To collect, input and process data to systems and databases as required, ensuring accuracy and security, and then to manipulate and extract the information held in order to produce reports or specific analyses.

Corporate

- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

When fulfilling a PA and MHST support role, decisions will be taken daily in the absence of the senior manager about appropriate responses to be given to a range of contacts and whether, on occasions, to refer up or down the structure. Decisions will be taken continuously about work prioritisation and organisation. A judgment will need to be made, due to the complexity of the enquiry, about when to refer service users to another member of staff to give a response.

There will be daily contact with staff at all levels within the Council and with service users of the Council in the course of providing support or handling enquiries. There will be the opportunity for daily contact with the supervisor and planned monthly meetings. This post involves working with a range of different professionals. The post holder will be dealing with sensitive information on occasion which needs to be handled with discretion and confidentiality. Accuracy is very important. The post holder needs to be flexible and able to work to timescales where appropriate.

All equipment and software must be used appropriately and competently and in accordance with instructions e.g. IT equipment, telephones, faxes, photocopiers, shredders, franking machines

etc. Effective team working is required at all times to maximise the use of the staff resources and skills to ensure adequate cover. The post holder is required to work flexibly in terms of duties, hours and office site.

Person Specification		
Qualifications	Essential/ Desirable	Internal Use Only
Good basic education, with a GCSE qualification in English (A-C grades)	E	1
Experience		
Recent experience of working in an administrative role	E	1
Knowledge and understanding		
Microsoft Office applications	E	1
Knowledge of Council services	D	1
Knowledge of specific service area software	D	2
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Good keyboard skills	E	3
Good working knowledge of English Grammar	E	4
Good numeracy skills	E	5
Good interpersonal and communication skills	E	6
Work-related personal qualities		
Courteous and pleasant telephone manner	E	1
Ability to work to tight deadlines and prioritise demands	E	2
Willingness to learn and to be flexible	E	3
A good team member	E	4
Able to work with infrequent supervision	E	5
Prepared to accept responsibility	E	6
Self-motivated and able to work autonomously	E	7
Good organisational skills	E	8
Commitment to the Council's objectives	E	9
Other work-related requirements		
Must be available to work Tuesdays	E	1
Is this post politically restricted	No	n/a
Enhanced DBS Check	No	n/a
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	2