

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

12. 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

13. 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.
14. 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).



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15. Responsible for distributing vouchers and charitable donations to eligible service users and retaining appropriate records of payments (People – Childrens Directorate only).
16. Where the post is based within the People – Childrens Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
17. The post is office based with some travel required to attend meetings and other service locations.
18. Work is subject to frequent interruptions involving changing demands from operational staff.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under [‘Working for Dorset Council’](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

Essential

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	Minimum of 4 GCSE's (or equivalent) at grade C or above including English and Mathematics, or equivalent ability evidenced from testing.
2.	OCR Level 3 Certificate in Administration (Business Professional), or equivalent.
Experience	
3.	Significant positive experience in an administrative role, using computerised systems.
4.	Positive experience of financial administration/budget management as relevant to the role.
5.	Positive experience in all aspects of personnel management.
6.	Positive experience in project work.
Skills, abilities & knowledge	
7.	Proven effective knowledge of office practices and administrative procedures.
8.	Advanced understanding of a range of IT applications including Word, Excel, Databases, Email and Internet.
9.	Good understanding of financial and budgetary management.
10.	Good understanding of project management principles.
11.	Good understanding of personnel management principles.
12.	Good understanding of customer demand and journey.
13.	Good written and oral communication skills.
14.	Ability to organise own workload and others, prioritising tasks and working to defined deadlines under pressure.
15.	Ability to work with minimum supervision and to use own initiative.
16.	Ability to manage working relationships with people at all levels, both internal and external.
17.	Ability to build up knowledge of policy, legislation and developments in the field of work relevant to the function.
18.	Ability to understand the interfaces and interactions between different parts of the system within the field of work relevant to the function.
Behaviours	
19.	Respect
20.	Responsibility
21.	Recognition
22.	One Team: Collaboration
Other	
23.	Consistently demonstrates Dorset Council's five core behaviours; future focus, leadership, responsibility, collaboration and integrity.
24.	Able to fulfil the travel requirements of the post (where applicable).



Person specification

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Desirable

Qualifications/ training/registrations
25. ECDL or equivalent IT qualification.
Skills, abilities & knowledge
26. Understanding of policy, legislation and developments in the field of work relevant to the function.

Approval			
Manager	Pay & Rewards	Date	May 2016

