

Context statement

To accompany job description and person specification when required

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Job title: **Senior Service Support Officer**
Directorate/Service/Team: **People – Adults and Housing, Adult Care Operations**

Organisation structure

Reporting to: **Business Manager**

Responsibility for: **A key role to provide administrative support to senior managers working from County Hall and several other sites across Dorset. The role does not have any line management responsibilities and the postholder will be expected to effectively manage their time and priorities in accordance with colleagues. The postholder will be involved in supporting projects and also support the workforce planning aspects across Adult Care, including the routine administration of DBS checks.**

What can you offer?

- the ability to organise yourself and support others with excellent organisational skills
- to understand what's important and to be able to prioritise your work so the important things are done on time to a high standard (deadlines and targets) - this may mean working under pressure and using your initiative at times
- to work as part of a team; to deliver great results together with flexibility and agility to respond to competing demands from different people
- to work in a professional and inclusive way with colleagues, partners and others
- to be able to think through a problem and, perhaps with the help of others, find a suitable solution
- to effectively and confidently communicate with people in a variety of ways
- to develop the confidence to question, challenge and try new things which may make a positive difference
- to learn new skills and demonstrate a high level of ICT competency (including keyboard skills)
- to handle sensitive and confidential information in a trusted and professional way
- to understand the importance of timely and accurate recording of information showing particular attention to detail and accuracy
- to put the customer at the centre of everything we do, with a clear focus on delivering in a professional and quality way
- to reflect on personal learning and improvement – by suggesting better ways to do things through supported 1:1 sessions, Personal Development Plans and other opportunities, and
- to participate and support key projects as appropriate



Travel requirement

This role does not have a significant travel requirement, however the postholder may occasionally be asked to provide support and attend some events away from the centre of duty. Therefore, occasional access to a vehicle, or to be prepared to use public transport or the willingness to travel with DC colleagues may be necessary.

Other information

The post is full-time (up to 37 hours per week), located at County Hall in Dorchester (currently working between the office and home) and may occasionally enjoy the benefits of flexible working.

The postholder will be expected to participate in the learning events for personal development and demonstrate/practice those skills in the workplace. This role provides a great opportunity for variety and growth.

The ability to communicate effectively in a professional, appropriate and concise manner both orally and in writing is essential for this post

This post is a permanent contract and subject to the standard probationary period.

The postholder will also be subject to a satisfactory Disclosure and Barring Service Basic Check.

Context statement prepared by:			
Manager	Sally Longman	Date	16 June 2022
This context statement has been prepared and will be maintained by the People Directorate for Adults and Housing – attached to generic JD/PS reference HS454.			