

JOB DESCRIPTION

PRIMARY PURPOSE OF THE ROLE

To work within Adult Social Care to support teams to provide project and business support on a range of projects currently at different stages of development.

To provide effective business and project support within Adult Social Care. The post will be responsible for analysing, collating and co-ordinating data and information to support the work of the team, focusing on business improvement and a number of key project management priorities. The post will provide general business and project support to all team projects, including tracking and reporting of progress and supporting the service to implement significant developments in service delivery.

WORKING RELATIONSHIPS

To include but not exclusive to; the Business Development Team, Intermediate Tier Service, colleagues from across Adult Social Care including Director and Head of Service level, Health colleagues and external partners including people who use services and their careers.

GENERAL DUTIES

1. Provide support within Adult Social Care to identify, monitor and manage project activities, resources and dependencies and to identify and manage risks to ensure the successful delivery of tasks, actions and projects.
2. Provide administrative support and co-ordination to specific projects including reporting on progress against strategic and other action plans.
3. Update, maintain and develop systems as necessary to ensure an efficient service and effective receipt, storage and retrieval of information. This will include maintaining electronic data systems and collating data, terms of reference, policies and other relevant documents.
4. To be able to work independently at times and be able to handle unanticipated not just unexpected problems or situations.
5. Maintain, support and develop schedules, records and systems to monitor, track and report on activities, issues and risks associated with a number of projects within Adult Social Care, ensuring updates from responsible individuals are provided on a timely basis.
6. Interpret, analyse and present information in an appropriate, well written format and on a timely basis, including taking detailed minutes, producing action plans, briefings and reports.

7. Respond to routine and more complex enquiries, both verbal and or in writing from a wide range of sources using discretion in forming responses so that advice on the area of work dealt with by the team is consistently and accurately given.
8. Co-ordinate and attend meetings, taking detailed and accurate minutes to inform reports, project plans, risk and issues logs.
9. Work with managers from across Adult Social Care to respond to and support any requests for further ad hoc requests.
10. To ensure any data systems connected with the work of the team are properly utilised with problem areas identified and suggestions for improvements made to facilitate accurate reports and monitoring of data.
11. To contribute to sharing good practice within the team and regularly demonstrate duties to, provide advice and guidance or the training of other team members as well as also other colleagues
12. To develop good working relationships with colleagues across all organisations (internal and external).
13. The post holder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy, Health and Safety Policy, Social Inclusion Strategy and local authority IT systems.
14. To carry out all duties with due regard to confidentiality and data protection regulations. This post will include an element of dealing with highly confidential information and using a high level of discretion.
15. The post holder should use their own initiative to prioritise and organise their own workload.
16. To undertake such additional duties as are reasonably commensurate with the level of this post.