

## **Job Description and Person Specification**

### **Job details**

Job title: Public Health Administrator – Falls Service  
Grade: NNC Band 2 – £26,409 - £26,835  
Reports to: Falls Service Occupational Therapist  
Directorate and Service area: Public Health, Falls Management Service

### **Purpose of the job**

To provide a high level of flexible administrative support to the Falls Management Service within the Public Health Team, supporting the Service Manager to ensure the efficient running of the team.

### **Principal responsibilities**

1. Assist in the development and maintenance of business processes to support management and ensure the efficient running of the Falls Management team.
2. Assist, coach and mentor less experienced colleagues in the performance of routine tasks to support the achievement of individual and team performance and development objectives.
3. Arrange all aspects of internal, inter-agency and inter-departmental meetings, including note taking/minuting in some cases.
4. Maintain information technology and office systems to ensure effective services including Microsoft office, SharePoint, e-recruitment, ERP Gold etc.
5. Provide an efficient and confidential support service to senior managers, including diary management responsibilities.
6. Be first point of contact for any internal/external telephone or email queries that will require escalating to more senior members of the team.

7. On instruction, raise purchase orders, invoices and journals for the team via ERP Gold.
8. Initiate and build good working relationships with colleagues and other professionals to deliver the service required.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths grade A-C</p> <p>NVQ Level 2 or equivalent in a relevant subject or experience in administrator work</p> <p>Ability to demonstrate good IT skills and be proficient in the use of Microsoft Office applications</p>	<p>NVQ Level 3 in a relevant subject</p> <p>Knowledge of SharePoint/Outlook</p>
Experience and Knowledge	<p>Experience of working in a busy office-based role.</p> <p>Demonstrate experience of arranging, supporting and minuting meetings to a high standard.</p> <p>Experience of diary management.</p>	
Ability and Skills	<p>Demonstrate excellent communication skills, both written and verbal.</p> <p>Accuracy and attention to detail.</p> <p>Ability to demonstrate a flexible and creative approach to problem solving</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Able to work independently and as an effective team member with minimum supervision.</p> <p>Appropriate level of data protection security and confidentiality awareness</p> <p>Able to prioritise own workload and cope well under pressure to meet deadlines.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Able to demonstrate a clear understanding and commitment to health and safety and a willingness to undertake training to enable implementation of procedures.	