

**CAMBRIDGESHIRE COUNTY COUNCIL: JOB DESCRIPTION**

<b>POSITION:</b> Broker	<b>REPORTS TO:</b> Lead Broker
<b>SERVICE:</b> Brokerage Team	<b>DIRECTORATE, OFFICE:</b> Commissioning, P&C
<b>GRADE:</b> NJC Pay Scale 5	<b>LOCATION:</b> Stanton House, Huntingdon/Remote working
<b>JOB PURPOSE:</b>	<b>ROLE DIMENSIONS</b>
To contribute to the effective running of the team and office. Providing office administration, financial, management and supervision support services, to ensure that services are delivered to a high standard. To enable the Council to deliver a customer focussed service more effectively and efficiently.	<b>Hours: (37)</b> <b>People: (1 FTE)</b> <b>Budget:</b>
<b>CORPORATE &amp; JOB SPECIFIC ACCOUNTABILITIES</b>	<b>SERVICES/PARTNERS</b>
<p><b>Office Support (60%)</b></p> <ul style="list-style-type: none"> <li>• Respond to service requests for permanent nursing and residential care placements across Cambridgeshire.</li> <li>• Respond to the need for managing block contacts with Providers and teams to ensure efficiency in care planning.</li> <li>• Negotiate and manage care placement prices with independent sector care homes.</li> <li>• Sourcing of Domiciliary Care packages across Cambridgeshire.</li> <li>• Recording detailed notes on Mosaic.</li> <li>• Provide timely and effective administrative support:</li> <li>• Respond to queries, liaising with Officers, Managers and departments to ensure all advice and communication (telephone, letters, emails, face-to-face) is delivered to County Council standards and regulatory guidelines</li> <li>• Responsible for overseeing document &amp; data management (paper and electronic), including filing and distributing documents</li> <li>• Oversee the collection, collation &amp; manipulation of a wide range of information using CCC information systems, to generate reports, prepare letters, memos and documents.</li> <li>• Arrange meetings, training events and collect and organise all supporting materials, distributing agendas and minutes as required.</li> <li>• Undertake general clerical &amp; administrative tasks and support the team and service as required.</li> </ul>	<p><b>SERVICE</b></p> <ul style="list-style-type: none"> <li>• Locality Teams, including hospitals</li> <li>• Health/CCG colleagues</li> <li>• Independent Providers</li> <li>• Members of the public</li> </ul> <p>Colleagues within CCC</p>

**Financial Support (10%)**

- Assist with monitoring and/or management of budgets in accordance with County council financial processes, systems and instructions as necessary
- Ensure that County Council financial processes and systems are complied with
- Undertake financial support duties as required to support the efficient delivery of services

**Management Support (20%)**

- Provide administrative support to the Brokerage Manager/Team
- Provide discharge/new referrals information for management reports
- Oversee that meetings and events are properly planned and arrangements co-ordinated
- Ensure records of meetings are taken and necessary follow up action undertaken
- Use and maintain the Council's databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action
- Plan, prepare and co-ordinate the agenda for all meetings, to ensure the timely and effective presentation of information to facilitate the meeting's work
- Advise and inform others on matters relating to own job or section or directorate
- Represent team/section at meetings and on working groups

**Health & Safety (5%)**

- Ensure the maintenance of a healthy and safe working environment
- Take action to reduce the risk to self and others.

**Role Specific (5%)**

- Ensure understanding of core business of the Section/Office.
- Undertake other tasks and responsibilities as required in the delivery of Council services
- Work flexibly with other secretarial staff within the team at all levels to ensure that workloads and key positions are covered in the event of absence or need

**CAMBRIDGESHIRE COUNTY COUNCIL: PERSON SPECIFICATION**

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<b>QUALIFICATIONS</b>	
<p>Essential</p> <ul style="list-style-type: none"> <li>• Educated to A Level standard, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech)</li> <li>•</li> <li>• IT Qualified to CLAIT/IBT2/RSA/ECDL</li> </ul>	<p>Desirable</p> <ul style="list-style-type: none"> <li>• NVQ level 3 in Administration or Management</li> <li>• NVQ Assessor</li> </ul>
<b>KNOWLEDGE AND EXPERIENCE</b>	
<p>Essential</p> <ul style="list-style-type: none"> <li>• Extensive office administrative experience</li> <li>• Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and associated office packages</li> <li>• Knowledge of health and safety legislation</li> <li>• Knowledge of Data Protection and Equal Opportunities legislation and their requirements</li> <li>• Understanding of financial management, procedures and processes</li> </ul>	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Knowledge of Care providers/wider market</li> <li>• Knowledge of office budget management</li> <li>• Knowledge of Council policies &amp; procedures</li> <li>• Experience of local authority working</li> <li>• Understanding of project management principles</li> <li>• Has portfolio of achievements</li> </ul>
<b>SKILLS</b>	
<p>Essential</p> <ul style="list-style-type: none"> <li>• Able to prioritise workload</li> <li>• Able to consistently produce work of a high standard</li> <li>• Good interpersonal skills – able to communicate in a friendly, open and constructive manner</li> <li>• Able to work on own initiative with minimal supervision</li> <li>• Commitment to continuous service development</li> <li>• Confident to ongoing personal and role development</li> </ul>	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Approachable and adaptable</li> <li>• Ability to grasp, assimilate and apply information and concepts quickly</li> </ul>

**BEHAVIOURS**

## Working Together

- I establish credibility and work co-operatively with colleagues and customers
- I maintain good practice as well as making future improvements
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- Integrity
- I make decisions without bias
- I explain clearly to colleagues and customers how these decisions will impact on service delivery

## Respect

- I am aware of the positive and negative impact I can and could make on colleagues and customers
- I am considerate when using and working with our resources, and take responsibility for managing them
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- Excellence
- I plan and anticipate changes in working practice
- I logically identify the best approach in continuing to meet my objectives and delivery excellent outcomes