

## Job description

### Details of the job

Post title:	SEND Information Advice Support Service (IASS) Administrator
Salary grade:	Grade F – NCC TUPE Pay Scale
Hours:	Full time (37 hours)
Location:	tbc
Reports to:	Information Advice Support Service Manager
Service area:	Commissioning & Partnerships

### Overall purpose of the post

1. To provide effective and efficient administration and financial support to the North Northants SEND Information, Advice and Support Service.

### Principal responsibilities

1. Provide an administration support function including office administration, word processing, ensuring that all staff are fully supported within their area of work and that statutory work is completed in accordance with legal procedures and required timescales.
2. Maintain accurate records using databases and corporate systems including the IAS Service Access database system to preserve a high degree of confidentiality in respect of client and personnel information in accordance with the NNC's policies, service exemplifications, the Data Protection Act and the Freedom of Information Act. Provide reports and data analysis as required by the service to enable effective case management..
3. Provide financial support to the IAS Manager and ensure corporate financial systems are used effectively and procedures followed in the processing of orders, invoices, petty cash (if applicable) and carrying out bank reconciliations in accordance with NNC Audit and Finance Regulations.
4. Undertake reception duties and deal with enquiries made by service users, deploying tact and diplomacy and maintaining confidentiality at all times. Provide a point of contact for outside agencies.
5. Organise and support meetings and other specific events as required by the service manager ensuring that appropriate arrangements are made.
6. Develop and maintain the Information Advice Support Service website and social media with specific responsibility to ensure the News and Events sections are monitored daily and kept accurate. Liaise with outside agencies to ensure submitted web content is pertinent and current.
7. Manage the ordering of supplies, materials and equipment for the service, ensuring all stock on site is maintained and makes efficient use of resources.

8. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the North Northants Council.
10. 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.

## PERSON SPECIFICATION

Post Title:	Information Advice Support Service Administrator
Grade	Grade F
Service Area:	Commissioning & Partnerships

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Education and Qualifications</b>	<p>Able to demonstrate a good level of general education to GCSE standard in Mathematics and English.</p> <p>NVQ Level 2 or equivalent</p>	<p>Achieved or working towards a formal IT qualification – eg BTEC, CLAIT, ECDL</p> <p>Word processing qualification.</p>
<b>Experience and Knowledge</b>	<p>Proven administration experience with the ability to undertake simple letter writing, form filling, ordering, finance systems</p> <p>Experience of office organisation and record maintenance including administrative systems sufficient to improve these systems.</p> <p>Experience of organising events and activities.</p> <p>Experience of using the full Microsoft Office software</p> <p>Experience of managing and maintaining websites and social media platforms</p> <p>Experience of ordering stock/stationery.</p> <p>Experience of preparing documents / reports to a high standard of presentation.</p> <p>Ability to maintain confidentiality and demonstrate application of the Data Protection Act.</p>	<p>Knowledge of Council financial regulations and systems.</p> <p>Experience of using Desktop Publishing, Powerpoint and Adobe Reader</p> <p>Experience of using Content Management Systems to maintain website</p>

<b>Ability and Skills</b>	<p>Sound administrative skills and able to undertake a wide range of administrative tasks with accuracy and attention to detail.</p> <p>Good written/verbal communication skills, including telephony duties and good interpersonal skills.</p> <p>Able to demonstrate an understanding of the importance of maintaining confidentiality.</p> <p>Ability to handle clients/colleagues in a tactful and diplomatic way and be able to work as an effective team member.</p> <p>Organised and able to plan and prioritise own work, to work to deadlines and achieve them with accuracy and attention to detail.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Able to demonstrate a clear understanding of and commitment to Health &amp; Safety and a willingness to undertake training to enable implementation of procedures. Able to apply it effectively with clients, other visitors and staff.</p>	<p>Ability to prepare and present statistical returns.</p> <p>Good understanding of Customer First approach.</p>
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	