

## **Job Description and Person Specification**

### **Job details**

Job title: Falls Service Administrator  
Grade: G  
Reports to: Falls Management Service Occupational Therapist Manager

Directorate and Service area: Public Health

### **Purpose of the job**

To deliver exceptional and adaptable administrative support to the Falls Prevention and Management Team, aiding the Service Manager and team members in ensuring the seamless operations of the department.

### **Responsibilities**

1. Assist in the development and maintenance of business processes to support management and ensure the efficient running of the Falls Prevention and Management team.
2. Arrange all aspects of internal, inter-agency and inter-departmental meetings, including note taking/minuting in some cases.
3. Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
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.



**North  
Northamptonshire  
Council**

## 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>	



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Attributes	Essential criteria	Desirable criteria
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> <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	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	
Additional Factors	<p>Able to demonstrate a clear understanding and commitment to health and Safety and a willingness to undertake training to enable implementation of procedures.</p>	