



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: EHC Locality Administrator-2 /EHC Caseworker Assistant

Grade: G19-22

Reports to EHC Service Manager

Purpose of the job

To provide an effective, timely and accurate administrator service in order to support the EHC team meet the requirements of the statutory expectations.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. To provide a comprehensive and confidential range of effective and transparent business support to the EHC operational teams.
2. To act as the first point of contact for service users and professionals.
3. To co-ordinate and manage the teams processes and systems in relation to communications, Capita ONE and Teams channels, including mailbox monitoring and response.
4. To support the EHC Team Leader and caseworkers with tracking the allocation and of cases, including data and performance information support.
5. Work closely and jointly with the other service members as required to ensure continuity of support for the EHC Service and undertake other tasks as appropriate

6. Panel Caseworker Assistant only: To provide support to process panel meetings, by arranging meetings, taking accurate and comprehensive notes and distributing as 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. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

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

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Able to demonstrate a good level of general education to GCSE standard including English and Maths.	
Experience and Knowledge	<p>Experience of working within a business support function in a large organisation.</p> <p>Experience of establishing strong working and effective relationships across numerous stakeholder groups.</p> <p>Experience of working within a fast changing, dynamic environment.</p>	A knowledge of working within a local government setting and working across key stakeholders
Ability and Skills	<p>Must be able to effectively communicate in a range of mediums including written and verbal communication</p> <p>Competent in the use of IT systems.</p> <p>Must be able to evidence analytical and interpretive attention to detail.</p> <p>Interpersonal skills with the ability to quickly form effective working relationships</p> <p>Ability to work in a pressurised environment.</p>	Competent in the use of Capita ONE.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
Additional Factors		