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| **Edge of care team administration officer**  **SALARY GRADE: HBC3** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Car leasing schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| The Administration Officer will provide essential administrative support to the Edge of Care Team within the Children’s Services Directorate. This is a front-facing role, based at Glendale Family Centre in Runcorn, supporting a specialist team that delivers intensive support to children, young people, and their families, aiming to keep families safely together and reduce the need for children to enter local authority care.  More specific responsibilities include:   * Accurately entering data onto service specific IT systems, ensuring confidentiality and security of information * Being the first point of contact for service users, contractors, professionals responding to anticipated/unanticipated queries both face to face and via telephone. * Providing administration support to the Edge of Care team, manager and multi-agency partners such as preparing communications, room bookings, photocopying, order/receive stationary and other equipment as identified * Organising and arranging internal, external, and multi-agency meetings, preparing, and sending out agendas, booking rooms, taking notes/minutes of Edge of Care team meetings as appropriate, distributing notes/ minutes, and following up on actions as appropriate * Undertaking the administration of financial transactions including placing orders, goods receipting, payment of invoices and non-PO’s, reconciliation of credit cards, handling and reconciling petty cash, banking preparation, and dealing with enquiries of association * Maintaining accurate signing in/out processes of visitors to Glendale ensuring effective Safeguarding and Health and Safety procedures are followed * Creating, developing, monitoring and updating service delivery activities via spreadsheets, to inform service delivery planning and performance * Supporting and responding to the needs of service users who through their circumstances will require a sensitive and empathetic approach * Providing Information, Advice and Guidance on Council Wide Services through associated digital platforms, social media, and other communications * Having an awareness of the diverse needs of the local community and where necessary respond to service users where English is an additional language via appropriate methods * Updating and monitoring the Councils record of lone working for employees * Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job | |
| About You | |
| For this role, it is essential that you have 3 x GCSE Grade C passes or equivalent qualifications to include Maths and English, or the ability to demonstrate relevant experience  In addition, you will have:   * General clerical and reception experience and experience of managing administrative and information systems * Knowledge and use of Microsoft Office Products including Word and Excel and experience of using and inputting data into databases * An awareness of Halton Borough Council’s Strategy for Equality and Diversity, with an understanding of practices in how to meet the needs of diverse communities and an understanding of the importance of confidentiality within Local Government * A good telephone manner, excellent communication skills and the ability to meet deadlines * The ability to take minutes and accurately prepare as word documents * Enthusiasm and motivated to support others whilst working well in a Team   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share their commitment. | |
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