

Job Profile Information: LD Day Service Business Support Officer

This supplementary information for LD Day Service Business Support Officer is Job Level 2 Zone 1

Camden Way Category 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide an effective and efficient administrative and finance service in a busy day service for people with learning disabilities. To produce performance and monitoring information, maintain records, carry out receptionist and telephone duties, maintain stationery and other office supplies and manage the ordering of equipment and supplies for the service.

Example outcomes or objectives that this role will deliver:

1. To ensure centre administrative and financial processes are followed and completed in accordance with service, divisional and corporate guidelines including reporting attendance for customer billing, cash handling where required.
2. To manage all office records and filing systems (electronic and manual) and ensure that records and files are maintained and kept up to date
3. To ensure the service has the necessary office equipment and stationary necessary to carry out its function, ensure the equipment is well maintained managing ordering and requisitions, and arranging delivery and receipt of goods when necessary
4. To be the first point of contact for people contacting the service, responding appropriately in line with corporate customer care standards
5. To work with colleagues to ensure performance indicators, targets and standards for the service are met including delivery of monitoring information to deadlines
6. To set up and organise meetings and events for the service arranging attendance and refreshments as required. To minute meetings and assist in the preparation of reports and correspondence as required. To ensure all post is despatched on time
7. To make full use of computerised finance and other computerised systems and to administer transport registers for the service in partnership with Camden Transport Services
8. To maintain records of outings and who is present in the service.

People Management Responsibilities:

The post holder is required to assist with the training and induction of new colleagues, especially in relation to IT systems and local procedures, ensuring they are able to work to required standards.

Relationships;

1. To provide a reception function and therefore interact with people who use the service, their carers, members of the public and all visitors to the service.
2. To interact with and support frontline staff and management in their everyday role

Work Environment:

The post is based in the general office within the LD Day Service at Greenwood. It is a vibrant day service for people with learning disabilities who may have challenging behaviours and conflicting needs/demands. The role is varied, with no two days the same.

Technical Knowledge and Experience:

- Good organisational skills and ability to work on own initiative and with minimal supervision
- Ability to use IT systems to provide reports, financial information and to maintain records and database
- Ability to partake in quality assurance processes including monitoring and evaluation
- High level of customer care skills and behaviour to both internal and external customers and deal sensitively and discretely with confidential matters
- Effective administrative experience, including responsibility for maintenance of records and admin systems
- Experience of working with figures and ability to do financial tasks without close supervision

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility