

Job Profile Information: Shared Lives – Admin Support Officer

This supplementary information for Shared Lives Admin Support Officer is for guidance and must be used in conjunction with the Job Capsule for 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 be an integral part of a small team with responsibility for administration functions on behalf of the Shared Lives service. Shared Lives supports households sharing their lives, families, home, interests, experience and skills with other people who need some help and support to live their lives to the full. The scheme is a Care Quality Commission registered service and all staff and Shared Lives Carers work within the CQC standards.

Example outcomes or objectives that this role will deliver:

The post holder is required:

1. To ensure administrative and financial processes are followed and completed in accordance with service, divisional and corporate guidelines including diary management, monitoring the Shared Lives inbox, planning of travel arrangements, ensuring records and files are maintained and kept up to date.
2. To develop recording and monitoring systems for the service, including budget monitoring and spending projections, payments to carers.
3. Monitor training programmes for carers and ensure that any gaps/required renewals are highlighted to the scheme workers.
4. To be the first point of contact for people contacting the service, responding appropriately in line with corporate customer care standards.
5. Ability to deal diplomatically and confidently with a wider range of stakeholders internally and externally.
6. To work with colleagues to evidence performance indicators, targets and standards for the service are being met including delivery of monitoring information to deadlines.
7. Ability to work flexibly with minimum supervision, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.

People Management Responsibilities:

No direct reports. 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;

- To interact with shared lives carers, citizens using the service, stakeholders, senior management and external professionals.
- To interact with and support frontline staff and management in their everyday role.
- To organise and assist with presentations and promotion of the service to community groups.

Work Environment:

Based at 5 Pancras Square however, there will be an expectation to work from other sites in the borough, and on occasions, to attend meetings, which may be in the evening.

Technical Knowledge and Experience:

- An organised approach to your own workload; dealing with conflicting priorities and remaining focussed on delivering excellent customer service.
- Excellent knowledge and application of IT systems and software packages including excel and office.
- Ability to use IT systems to provide reports, financial information and to maintain records and database.
- Ability to partake in quality assurances 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.
- Excellent levels of literacy and numeracy.
- Excellent written and spoken communication skills, organisational skills and a strong attention to detail.
- 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.
- Good knowledge of data protection/GDPR

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

Chart Structure

Head of Provider Services



Shared Lives Manager



Shared Lives Admin Support Officer