

# Isle of Wight Council

## Job Description



<b>Identifying Facts</b>	
Title of Post: <b>Unit Co-ordinator</b>	
Directorate: <b>Community Wellbeing and Social Care</b>	Post No: <b>50033322</b>
Section: <b>Business Support</b>	Date: <b>September 2012</b>
Responsible to: <b>Senior Officer</b>	

### Job Purpose

1. To provide, within the establishment's administrative teams, effective secretarial and administrative support to managers within the Directorate.
2. To provide substantial administrative support to the financial systems and processes within the service area.
3. To work with and across teams to ensure adequate cover is maintained for all areas of the directorate
4. To provide a high speed, accurate word processing service to staff within the Directorate
5. To organise, attend and minute sensitive meetings containing complex and contended information to a high standard. Ensuring meetings have appropriate venue, equipment and refreshments and including follow-up work
6. To be an active member of the establishment's administrative and secretarial support teams including supervision of day to day activities of junior members of staff within the team.

### Major Tasks

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
3. To assist the Senior Administrative Officer/Business Support Officer in overseeing the day to day activities of the establishment's administrative teams including work allocation.
4. To assist the Senior Administrative Officer/Business Support Officer to report building repairs and maintenance requirements to the appropriate officers only referring complex concerns or queries back
5. To provide high speed, accurate word processing of letters, reports, memos, minutes, and other typing tasks and activities as required including preparation of materials or presentations using PowerPoint, Word and Excel

6. To support the data collection and management process including inputting, obtaining and compiling statistics from a range of databases and sources including Swift and ICS
7. To complete work within specified time deadlines to ensure statutory requirements are met, where appropriate
8. To ensure effective diary management using electronic calendars and arrangement of meetings
9. To respond to telephone calls, e-mails and enquiries from staff and public and arranging for enquiries to be dealt with appropriately
10. To carry out appropriate research using the Internet
11. To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, archiving, photocopying and faxing, as necessary
12. To undertake such other tasks as are consistent with this job description as required by the Senior Administrative Officer/Business Support Officer

**Specific Tasks for the post of Unit Coordinator:**

This post will specifically require the post holder to:

- To set up and maintain systems and processes to enable the smooth running of the social work unit, ensuring that the work of the unit is co-ordinated and well organised. Working across a multi disciplinary social work unit. Across other units and service areas as the need arises.
- To act as a first point of contact for enquiries to the unit, some of which may be complex or contentious, from other staff, members of the public, or other agencies. To take phone calls or receive office visits from children and families known to the unit, dealing sensitively with family members who may be in distress.
- To maintain systems for monitoring key statutory requirements for children as directed by the consultant social worker, for example child protection and statutory visits, children's reviews etc., ensuring that members of the unit are aware of due dates in advance.
- To be aware of children's and families' circumstances and to keep up to date on developments within cases, in order to be equipped to answer queries from children, families, staff or other agencies as directed by the Consultant Social Worker.
- To ensure that all paper correspondence and other documentation received is date stamped then scanned and stored electronically to the ESCR system.
- To demonstrate evidence of problem solving for families and a solution focused approach within the unit
- To develop significant relationships with families, other professionals and other people involved in cases over time, being a consistent presence who knows their story well and can coordinate an appropriate response to need

- To develop coordinated systems and processes that support units as part of a system wide approach.
- Will be required to be a part of the Action Learning Sets
- Will be required to record throughout the whole of ICS and not just within specific areas

**Generic quality statement: The Isle of Wight Council** expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

**Safeguarding** - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

**Diversity and Equality** - All employees are expected to treat others with dignity and respect.

**Health and Safety** - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

**Data Protection and ICT Security** – All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

*This job description is correct as at the date given above. In consultation with the postholder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment the postholder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.*