

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Information Officer ASC
Grade	6	Reports to (role title)	Contact Centre ASC Supervisor/ Senior Advisory Officer
JE Band	192-227	Directorate / School	Resources
Date Role Profile was created	30.04.2026	Service / Department	Customer Services
<u>Agile</u>	Information	<u>DBS Requirement</u>	Basic

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To enable residents to navigate Adult Social Care Services, access appropriate support and assessment from statutory, community and voluntary services and provide information and advice in response to telephone and electronic referrals and requests. To work with Advisory Officers and Supervisors to ensure residents who require protection from abuse and neglect are progressed and safeguarded accordingly. To identify individuals who may be in need of statutory support, and to ensure a safe and efficient handover to social care teams to progress a more detailed assessment of need. To offer robust signposting to community-based support to ensure individuals receive proportionate help to remain independent. To input accurately into data bases as per agreed policies and procedures. When appropriate, the role holder will also mentor newly appointed staff, to assist Advisory Officers and Supervisors, in their training and development
Work Context	Surrey County Council serves a population of 1.2 million The Information and Advice Team for Adults Wellbeing and Health Partnerships is embedded in the Customer Services Contact Centre and can expect to respond to more than 30,000 calls and 50000 electronic referrals and requests each year as the Single Front Door for Adult Social Care. The Information Officer will triage and process referrals and requests for Carers Wellbeing Breaks Payments submitted via Adult Social Care Online Portals, and manage customer contact via Live Web Chat and other accessible contact channels. The Information Officer will have strength based conversations with residents via telephone, to ensure targeted signposting can be provided, understanding the individuals' needs and strengths. They are responsible for delivering a timely, high quality, inclusive, resident focussed experience that meets the needs of our customers and aligns with service and organisational objectives. Prioritisation and accuracy of information obtained, will ensure those who require support receive this from the right service at the right time The Information Officer will work within Surrey County Council Contact Centre based in Dakota, Weybridge and will receive direct supervision from the Supervisor (Adult Social Care). The Information Officer will work within a team of Advisory Officers to ensure customers receive the support they need at the first point of contact. They will have access to confidential databases (Health and Social Care systems) in order to contextualise history, to create accurate and proportionate social care records, input electronically received referrals, and initiate requests for assessment. They will support the assessment and processing of Blue Badge Applications, and support on other administrative tasks within the Contact Centre where required. The ASC Information Officer will work to the detailed policies and procedures as defined by Customer Service Transformation & Operations Directorate and Adults Wellbeing and Health Partnerships Directorate and seek guidance on the management of risk and complaints where required from the appropriate manager. The ASC Information Officer will show resilience and be able to work effectively under pressure in a fast paced environment, with high contact demand.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. Planning & Organising • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. Finance/Resource Management • Follow established ordering procedures to ensure adequate resources are available. Work with others • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. People Management • Guide junior staff in duties to facilitate their development and ensure routines observed. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures • Experience of working with the general public in an advisory role and /or working with individuals with social care needs and their carers. • Ability to travel across Surrey to attend appropriate training, supervision, or meetings. • Ability and willingness to work flexibly in order to provide a service, which will extend between 9.00am and 5.00pm. • The post will be subject to clearance by the Criminal Records Bureau -DBS Basic Check (to be applied for if appointed).
Role Summary	Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.
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