

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Surrey Crisis Fund Officer
Grade	PS7	Reports to (role title)	Candida Hill
		Directorate	Busines Operations
JE Band	228-268	Service	Helpdesk
		Team	LAS Team
		Date Role Profile was created	06.02.2018

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 provide a timely support to applications for the Surrey Local Welfare Provision. Part of this support will be assessing the application for welfare provision and making a decision on whether the application should be approved and if so, the monetary value or goods to be awarded. The role also includes providing adminstrative and telephony support to the wider helpdesk for Pensions, Finance and Procurement and HR.
Work Context	This post is based within the My Helpdesk in Business Operations. The post holder will be part of a team that receives, assessses and makes a decision on welfare provision applications to the Surrey Local Welfare Provision Fund. Local Welfare Provision Officers will offer the highest level of customer service and deal with each application with a professional and sensitive manner. Due to the highly confidential nature of this service, adhering to data protection rules is also expected. The LAS officers often liaise with social services, support workers, probation officers and Citizen Advice Bureauxs to ensure the client gets the wider support they need.
Line management responsibility if applicable	n/a
Budget responsibility if applicable	Assesment and decision making on monetary value or goods to be awarded up to £1000 per application. Indirect impact on budget - collective recommendations on how budget is spent

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Prepare reports/statistics/briefings to meet statutory/management information requirements.
- Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.

Customer Service & Support

- 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. May authorise transactions where appropriate.
- Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.

Planning & Organising

- Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.
- Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.

Finance/Resource Management

- Maintain financial, and/or stock records, and review data to contribute to resource planning.

Work with others

- Maintain a network of contacts, drawing on support and advice from others to resolve problems.
- Communicate and liaise with service users and/or external contacts, representing the team/service as required.
- Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.

People Management

- May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.

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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3, or able to evidence knowledge and understanding of relevant disciplines. <p>Willingness to study for a relevant professional qualification if appropriate.</p> <ul style="list-style-type: none"> • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Able 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 and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.</p>

Reference Number	BM-2018-081
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