

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Advisory Officer ASC
Grade	PS7	Reports to (role title)	Contact Centre ASC Supervisor
JE Band	228-268	Directorate / School	Resources
Date Role Profile was created	08.05.26	Service / Department	Customer Services
Agile	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, and access appropriate support and assessment from Statutory, community and voluntary services, providing information and advice in response to telephone and electronic referrals and requests. To enable residents who require protection from abuse and neglect to be 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. When appropriate, the role holder will also assist the Team Supervisor in the development of newly appointed staff in the capacity of mentor.
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 Advisory Officer will triage and process referrals submitted via Adult Social Care Online, including the Safeguarding Referral Portal. They will triage and process Duty Email referrals and Blue Light Service reports from Police and Ambulance services, applying the Levels of Need Threshold, and manage customer contact via Live Web Chat and other accessible contact channels. They will administer the Carers Wellbeing Breaks Scheme, assessing eligibility robustly before administering payments. The Advisory Officer will have strength based conversations with residents via telephone, to ensure targeted signposting can be provided, understanding the individuals' needs and strengths. The Advisory Officer will handle calls and referrals regarding abuse, neglect or from a person in crisis. Prioritisation and accuracy of information obtained, will ensure those who require support receive this from the right service at the right time, The Advisory Officer will work within Surrey County Council Contact Centre based in Dakota, Weybridge and will receive direct supervision from the Contact Centre ASC Supervisor. The Advisory Officer will have access to confidential databases (Health and Social Care systems) in order to contextualise history, to create accurate and proportionate social care records, and to initiate requests for assessment/safeguarding. They will assess and process Blue Badge Applications, and support with other Contact Centre tasks as required. The Advisory Officer will work to the detailed policies and procedures as defined by Customer Services and Adult Social Care and seek guidance on the management of risk and complaints where required from the appropriate manager.

Line management responsibility if applicable	N/A - informal support and mentoring of new and existing team members
Budget responsibility if applicable	N/A
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. 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. 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 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	• 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 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • 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 to improve customer service. • High level 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 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	• Educated to A Level (or equivalent) including English, with basic awareness of public sector and voluntary agencies offering help to older people, and knowledge of welfare benefits. • 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 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 which may include coordinating activities, different customer and service users.
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