

Title Personal Support Assistant – BSA3	Department Adult Social Care, Health Public Protection	Post Ref. NJE 0651
Job Purpose To provide personal and administrative support to a visually impaired Commissioning Officer		
Key Responsibilities <ol style="list-style-type: none"> 1. To be responsible for carrying out all the duties of the job in accordance with Nottinghamshire County Council's Equal Opportunities Policy. 2. To read aloud correspondence, reports, medical notes and referrals, etc. as required. To assist the Commissioning Officer in the completion of appropriate documentation, including completion of required forms and computer recording of processes. 3. In accordance with Departmental procedures, to support the Commissioning Officer in undertaking their duties and responsibilities of their role. 4. To assist the Commissioning Officer to identify, implement and monitor specific objectives for the team's area of service within the context of the plans and objectives of the Department. To help ensure that plans and actions are implemented in accordance with the requirements and expectations of Departmental procedures. 5. To provide transport to and from visits, meetings and training events and to arrange suitable venues. To provide transport to Court hearings and other forums as required. 6. To take notes on behalf of the Commissioning Officer as and when required. 7. To Assist the Commissioning Officer at meetings, seminars and conferences, e.g. by acting as a guide, reading course materials and supporting the Commissioning Officer as appropriate. 	Key Accountabilities <ol style="list-style-type: none"> 1. Follow written and verbal instruction 2. Perform basic mathematical calculations to a high level of accuracy 3. Deal assertively and tactfully with internal and external stakeholders 4. Maintain confidentiality at all times 5. Organise and prioritise your work to meet deadlines 6. Record information clearly and accurately. 	

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| <ol style="list-style-type: none">8. To assist the Commissioning Officer to maintain an up-to-date knowledge of relevant legislation, local/national developments and Departmental procedures relevant to the role.9. To assist the Commissioning Officer in administering complaints received.10. To assist the Commissioning Officer in carrying out reviews of case files.11. To assist with the administration of all leave requests with due regards to the needs of the Service and in line with the Personnel Handbook as appropriate.12. When working in sub-offices and isolated settings, to ensure the environment is safe for the visually impaired Commissioning Officer.13. To ensure that the support provided to the Commissioning Officer and in contact with service users, staff and other professionals is appropriate in all respects and is anti-discriminatory.14. To assist in the provision of comprehensive case records and information required for the maintenance of recording and filing systems related to the role.15. To assist in the proof reading and production of written reports for the Department and other agencies as required.16. To adapt materials to an appropriate format for the Commissioning Officer as required.17. To assist the Commissioning Officer in the use of IT applications such as databases including inputting and retrieval of data.18. To carry out general administration duties such as photocopying and completion of forms19. To undertake such other duties as are within the scope of the job purpose, the title of the job and it's grading.20. To undertake the duties of the job in accordance with relevant legislative requirements, including health and safety.21. To respect at all times the confidential nature of the Department's work, and that of the Commissioning Officer.22. To undertake training as required. | |
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23. To maintain an awareness of current instructions issued orally or in writing e.g. by a supervisor, at staff meetings, through information bulletins etc.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> Experience of using Excel, Word, web browsers and email packages A committed and flexible approach to teamwork A methodical approach to your own work Excellent customer care skills Good communication skills both spoken and written A full driving license and use of a vehicle with business use insurance An awareness and understanding of the Data Protection Act An awareness of the principles of Equal Opportunities and Diversity An awareness and understanding of Health and Safety issues. 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> Puts into practice the Council's commitment to excellent customer care. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. Works well with colleagues but also able to work on their own initiative. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
<p>Experience</p> <ol style="list-style-type: none"> Minimum of 1 years' experience of working in an office environment Experience of working to set procedures and guidelines. 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> To be responsible to the Commissioning Officer, maintain a safe working environment, servicing customers and service users' needs while providing administrative support. Main functions will be telephone, written communications and general admin duties. 	

Date 01.05.19

Tier 7 - Frontline Roles