**Manchester City Council**

**Role Profile**

**Admin Support Officer (Direct Payments Audit Team) Grade 3**

**Financial Management (Corporate Core Directorate**

**Reports to: Direct Payments Audit Team Leader**

**Job Family: Transactional Back Office**

**Key Role Descriptors:**

Through the provision of a high-quality business support service, the role holder will support the Direct Payments Audit team and contribute to the provision of a high quality service.

The role holder will provide excellent customer service in accordance with existing policies and procedures, taking a flexible approach to delivery within the parameters of agreed guidelines.

**Key Role Accountabilities:**

Following service procedures and guidelines, assess customer needs and seek to resolve enquiries at the first point of contact where appropriate

Update, extract, reallocate and maintain information from corporate data systems as required and complete relevant documentation to a high standard, ensuring accuracy and confidentiality of information produced within the section.

Facilitate service user feedback and assist in identifying solutions to resolve issues to improve service delivery.

Record and allocate funds returned by citizens and other stakeholders in relation to Direct Payment budgets

Deal efficiently with daily incoming and outgoing mail and emails within agreed timescales, ensuring all systems are maintained in an efficient and effective manner.

Work collaboratively with colleagues and stakeholders to enhance the delivery of transactional support services throughout the Council.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role holder will work as part of the Direct Payments Audit team, contributing to high quality customer care and service delivery across the team.

The role holder will support the team with a range of administrative duties and is responsible for administrative support for the Direct Payments Audit Team and the accurate and timely processing of data to support audit completion deadlines.

The role holder will communicate with clients, colleagues, other Manchester City Council employees and external stakeholders, efficiently undertaking administrative duties and promoting good quality customer care principles

The role holder will ensure prompt and accurate letters and correspondence is sent out within a set timeframes, and that audit documents and correspondence received is tracked and recorded accurately.

The role holder will carry out a range of duties, including but not limited to:

Accurately maintain ICT systems and paper records to a high standard.

Retrieve and interpret information from different ICT systems.

Investigate, challenge and resolve any conflicting or missing information

Check incoming audit documents and information for quality and to ensure that all requested information has been received and recorded accurately.

Respond to queries from a wide range of people including social workers, customers, colleagues and external organisations in an efficient and courteous manner, using initiative and creative skills to resolve problems. Provide information and advice.

Provide general administrative support for the Direct Payment Audit Team

Assist with general queries and administrative tasks during the absence of team members other ad hoc clerical duties as required.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Analytical Skills:** Ability to gather and analyse information, opportunities and problems.
* **Planning and Organising:** Provides work on time and to required standard amd is capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making:** Ability to interpret rules and guidelines in order to resolve queries and know when something needs to be referred to line manager.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages. Ability to set up and maintain effective systems to manage and retrieve information.
* **Administrative Skills:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment. Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Financial Management:** Numeracy and accuracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures. Knowledge and skills to operate within financial rules and procedures using financial systems and tools effectively.

**Technical Requirements (Role Specific)**

* Ability to work flexibly in order to meet the needs of the service.
* Willingness to undertake any training as required.