

Job Description

Job Title:	Senior Secretary, Adult Safeguarding Team
Care Group:	Social Care, Adult Social Work
Responsible to:	Executive Assistant to the Executive Director for Mental Health, Social Care and Safeguarding
Based:	Murray House

Overview

The creation of Manx Care in 2021 involved the integration of all social care services. Work is ongoing in Social Care to cement this integration, exploring culture and effective ways of working within the new structure of Manx Care, with the Department of Health and Social Care and with our stakeholders and partners. This role is required to provide vital support to the Adult Safeguarding Team.

CARE

Manx Care prides itself on being committed and passionate, accountable and reflective, respectful and inclusive and excellent and innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

This is an interesting role, which will bring the post holder into contact with service users, members of the public, staff and a range of professionals within Manx Care. You will be the first point of contact for the Adult Safeguarding Team. The successful applicant must have excellent communication skills, both verbal and written and be able to demonstrate a proven ability to facilitate difficult situations, whilst dealing with sensitive and confidential issues in an appropriate and respectful manner.

The post holder will be responsible for the delivery of a high standard of secretarial and administrative support, including ensuring that meeting timescales are met.

Duties and Responsibilities

- To provide a complete secretarial service including efficiently and accurately typing Minutes of complex meetings.
- Dealing with and distribution of mail, reports, summaries, for the designated professionals and or their team.

- To be aware of and to ensure coordination of work, to meet quality standards with regard to accuracy and deadlines setting out priorities, without direct supervision and managing and prioritising workloads whilst working to deadlines.
- To proofread records, assessments and letters as required.
- To effectively and efficiently administer and maintain all relevant IT systems, including but not limited to Rio, Word, Email, Visio, Excel and Power Point.
- To manage and maintain office diaries, arranging meetings, venues, collating and issuing agendas, attending the meetings to take accurate minutes.
- To liaise with other staff to establish appropriate working patterns in order to provide an optimum secretarial service.
- To receive, redirect and make telephone calls as required and ensuring, where possible, telephone calls are dealt with appropriately in a calm and easily understood manner, being as informative, empathic and reassuring as possible.
- To maintain accurate and up to date electronic records as appropriate.
- To ensure that all urgent correspondence is seen accordingly.
- To support other members of the team, including the wider administrative team as required.
- When necessary, to assist across a range of different teams to provide high quality secretarial and administrative support.
- To uphold confidentiality and sensitivity at all times.
- Any other duties consummate with the post.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Care Group requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Care Group in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Executive Assistant to the Executive Director of Mental Health, Social Care and Safeguarding who has an overarching managerial oversight role for all secretarial and administrative staff within Adult Social Care. The job holder will be responsible on a day-to-day basis to the Manager of the Adult Safeguarding Team.

The Reporting Officer, will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,

- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Competency Levels For This Post Are:

Leading and Working Together	Level B
Communicating and Influencing	Level B
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level B



**Isle of Man Civil Service
Person Specification**

Job Title:	Senior Secretary, Adult Safeguarding Team
Department:	Manx Care
Care Group:	Social Care, Adults
Grade:	Pay Band 8 – Senior Secretary

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
<ul style="list-style-type: none"> • Hold 5 GCSE's (or equivalent) at grade C or above; • Hold an acceptable external qualification in text processing and audio transcription (e.g. OCR text production distinction and OCR audio transcription (advanced) OR pass the Civil Service Typewriting Test and Audio Grading Test 	D	CV
	E	CV
Capability		
<ul style="list-style-type: none"> • Relevant experience in completing a range of minutes for meetings including that of complex meetings; • Good verbal and written communication skills; • Working knowledge of Microsoft products such as Word and Excel; • At least two years' experience in an administrative office setting; • Experience of an environment where confidentiality and data security are of paramount importance; • Ability to be organised and prioritise tasks, ability to deal with multiple demands; • Ability to deal with people at all levels with tact and confidence 	E	CV/Interview
	E	CV/Interview
	D	CV
	D	CV
	D	Interview
	E	Interview
	E	Interview

<p>Character</p> <ul style="list-style-type: none"> • Reliable and self-motivated; • Good verbal and written communication skills • Able to work as part of a team; • Sensible and balanced approach when dealing with sensitive issues; • Able to maintain accuracy and attention to detail; • High level of integrity • Ability to be organised and prioritise tasks, ability to deal with multiple demands 	<p>E E E E E D</p>	<p>CV CV Interview Interview Interview Interview</p>
<p>Circumstances</p> <ul style="list-style-type: none"> • Isle of Man Worker • Satisfactory Police Check 	<p>D E</p>	<p>Application Pre-Employment checks</p>