

JOB DESCRIPTION

TITLE	Operations Administrator- Service Delivery
GRADE	AO (Administrative Officer)
REPORTS TO	Operations Manager
LOCATION	Independent Living Funds Nottingham City Centre
JOB PURPOSE	To deliver day-to-day Client services and the bi-annual client review programme. To ensure that client payments are implemented accurately and maintained where appropriate.
KPIs	Agreed Actual Clearance Times with new client assessments and all 93 and Extension Fund biennial client reviews. Performance targets established for accuracy

KEY TASKS

- ❑ Analyse information given on individual client cases to produce assessments and payments in line with Funds policies and KPI's and where appropriate making discretionary decisions
- ❑ Establish and maintain excellent customer service through written and verbal communication to meet the customers needs
- ❑ To identify, through internal communication, new policies, be receptive to feedback and implement on relevant casework
- ❑ Liaise with other departments on client casework
- ❑ Gather and analyse information to make written referrals to relevant departments
- ❑ Provide two way feedback and guidance with Operations team members
- ❑ Ensure cases are up to date through effective management of a client diary system
- ❑ To effectively prioritise and manage workload and be adaptable to business and customer needs
- ❑ Identify opportunities to improve the efficiency of Operations processes and practices

- ❑ To maintain effective file management in line with Data Protection

KEY SKILLS

- ❑ Problem Solving
- ❑ Analytical
- ❑ Arithmetical
- ❑ Decision Making
- ❑ Strong written and verbal communication
- ❑ Adaptable
- ❑ Patience
- ❑ PC literate

KEY ATTRIBUTES

- ❑ Professional and positive approach
- ❑ Mediator
- ❑ Self Motivated
- ❑ Build strong working relationships
- ❑ Communication
- ❑ Team player
- ❑ Impartiality

ESSENTIAL QUALIFICATION

None Identified

OTHER DUTIES

In addition, the employee will be prepared to carry out any other reasonable duties requested by their manager.

Signed:

Name of employee:

Date: