



The Independent Living Funds (ILF) are two funds set up and financed by UK central government. The funds were set up as a national resource dedicated to the financial support of disabled people enabling them to choose to live in the community rather than residential care.

Based within modern offices in the centre of Nottingham, you will be part of an employee and customer-focused organisation working with highly committed, friendly and supportive teams.

Administrative Officers

£14,877 - £18,836 pa

We are currently looking for highly motivated administrative officers to join our busy administration team. In this challenging but varied role, you will be responsible for managing your own caseload of severely disabled clients who have applied to the ILF for financial support to enable them to retain their independence and live in their own homes. First class communication, customer service and organisational skills are therefore essential for success in this role. You must also have an excellent ability to prioritise, problem solve and work with mathematical calculations to enable you to provide both telephone and written advice and support to clients from across the UK. Telephone and PC experience would be advantageous, however full training on ILF systems will be provided.

Closing Date: Wednesday 19th October 2005

General skills testing will take place week commencing 7th November 2005. A flexi-time system is in operation based on a 37-hour week. Applications will be considered from those wishing to work part-time. Smoking is not allowed in any of the Funds offices.

For an application pack, please contact the HR Department on 0115 9450 813 (24 hour voicemail service) or email: HR@ILF.org.uk

To find out more about the ILF please visit www.ilf.org.uk
We are an equal opportunities employer.

JOB DESCRIPTION

TITLE Operations Administrator

GRADE AO

REPORTS TO Operations Manager

LOCATION Independent Living Funds
Nottingham City Centre

JOB PURPOSE To deliver day-to-day Client services and the biennial client review programme.
To ensure that client payments are implemented accurately and maintained where appropriate.

KPIs Actual Average Clearance Times.
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
- ❑ Liaise with other departments on client casework
- ❑ Gather and analyse information to make written referrals to relevant departments
- ❑ Provide guidance to Operations team members
- ❑ Manage client diary system to ensure cases are up to date
- ❑ Identify opportunities to improve the efficiency of Operations processes and practices
- ❑ 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

- ❑ 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:

Date:

LF COMPETENCY FRAMEWORK – ADMINISTRATIVE OFFICER

1) Learning Skills

- Take advantage of opportunities to learn
- Learn skills by own experience and others
- Uses feedback to improve performance

4) Personal Effectiveness

- Identifies problems and proposes solutions
- Manages own time effectively and ensures priorities are met
- Plans and organises own workload and integrates activities with those of colleagues
- Takes opportunities to increase own areas of competence
- Learns from experience
- Demonstrates commitment to change
- Positively influences people and situations

2) Communication

- Expresses themselves clearly and effectively orally and in writing
- Records factual information and communicates it accurately
- Is approachable and open
- Listens to others and takes their opinions and ideas into account

5) Teamwork

- Maintains good working relationships
- Encourages and supports other members of the team
- Respects different views, values and opinions
- Deals positively and objectively with conflict
- Makes a positive contribution to the team

3) Customer Service

- Displays commitment to the ILF culture and values
- Identifies what information colleagues and customers require, establishes their needs and reacts appropriately
- Demonstrates discretion and impartiality

6) Reasoning and Intellect

- Analyses and interprets information
- Presents balanced views, drawing reasoned conclusions
- Demonstrates clear thinking
- Makes arithmetical calculations with ease