



Job description			
Job title	DFG Grants Assistant		
Grade	E		
Directorate	Health and Adult Social Care		
Service/team	Whole Life Commissioning Team		
Accountable to	Senior Surveyor (DFG Grants / Surveying Team) / Commissioning Manager (DFG Grants / Surveying Team)		
Responsible for	Providing administrative support to the DFG Grants / Surveying Team.		
JE Reference		Date Reviewed	

Purpose of the Job

The main purpose of the role is to provide administrative support to the DFG Grants / Surveying Team.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Assisting Commissioning Manager, Senior Surveyor, Surveyor and Grants officers in all administration and ordering of adaptations and financial ordering on the Fusion System.
2. Call Handling / Answerphone Messages - dealing with complex calls from service users and carers. Liaising with contractors and assisting with general enquiries.
3. Excellent customer service skills, Research into cases (look-up on LAS/EHM children's system, signposting, case notes), signposting to relevant teams.
4. Dealing with queries & tasks including DFG Grants waiting list queries, appointment cancellations for Grants Officers.
5. Scanning & uploading documents into service users records (LAS or EHS- children's system).



6. Raising requisitions, printing PO's, Receiving on Iproc (financial database), receiving deliveries, stock checking, scanning & uploading invoices.

7. Providing colleague Support for Commissioning Team/DFG Team - being approachable to colleagues & practicing excellent communication skills, assisting colleagues with issues & queries to resolution.

8. Adhere to the general GDPR/Data Protection Regulation - Understanding of what is required individually in terms of confidentiality of information, share, discuss & document client information only where & to whom appropriate. Identify, highlight & manage risk incidents in accordance with policy. Escalate any data breaches immediately to team manager.

9. Provide a professional service when handling internal & external customer requests, listen & respond effectively, ensure any complaints & the freedom of information act are forwarded to the customer liaison team, process queries in a timely manner.

10. Health & Safety Awareness - Exercise personal responsibility towards keeping myself & others safe in the workplace. Health & safety concerns are to be raised to management.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions "is good" because they want all Council employees to understand how important it is to "treat children in care and care experienced young people as they would their own". We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be "genuine", helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.