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|  | **POST TITLE:** | **Team Co-Ordinator** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | **Grade 6**  **Job Evaluation Ref No: N9041** |
|  | **LOCATION:** | An approved team location. However you may be required to work to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

Accountable to the relevant Team Manager.

1. **DESCRIPTION OF ROLE:**

The post holder will be based in a multi skilled, integrated social work led team.

They will provide a high quality support service to all members of the team to enable key processes relating to the teams functions to be carried out. This will include the direct coordination and support of the management functions of the team and flexible support to team members in order to meet the needs of the service.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* Effective communication and liaison between the team and service users
* Effective communication with professionals from other agencies and senior management teams.
* Provision of flexible professional support to team members
* To provide a direct administrative support to the management of the Service Team, particularly in relation to performance management tasks and coordination of team activity
* Ensure data is up to date and made available as required
* To complete passport applications and other relevant forms
* To provide support in terms of maintaining diaries and scheduling appointments for all team members
* Research, prepare and supply information as required via discoverer and other methods, including statistics, tracking information and producing reports
* Co-ordinate meetings including booking venues, sending invitations, organising agendas, gathering information, taking minutes and following up associated action points
* Prepare complex documents using a variety of formats including Microsoft Word, Excel and Powerpoint
* To support the management of complaints for the team
* Arranging transport for supervised contacts as and when required
* Access and input data onto SSID within required timescales in accordance with the data flow agreements
* Share information via the use of secure email as and when required
* Co-ordinate and prioritise own workload to ensure deadlines are met to support all staff and service users
* To carry out other such duties to support the team and those associated with the grade of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * NVQ 4 in Business Administration (or equivalent) |  | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience of working in a busy and challenging office environment * Experience of IT packages including Microsoft Office, in particular excel * Experience of diary management * Developing and implementing monitoring systems and processes * Identifying and resolving problems * Minute Taking | * Typing speed of 35 wpm * Experience of using the Social Services Information Database (SSID) * Experience of undertaking financial duties in an office environment * Experience of working in a multi-disciplinary team * Experience of working with a range of customers (internal and external) * Experience/knowledge of purchasing procedures and financial management systems | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | * Excellent communication skills with families and professionals * Approachable * Ability to work under pressure * Good attention to detail / accuracy * Good interpersonal skills with the ability to form and maintain good working relationships * Excellent organisational skills * Excellent computer/keyboard skills * Numerate and literate * Manage time effectively and prioritise workload * Able to make decisions and be assertive when appropriate * Proactive approach to problem solving and ability to effectively prioritise * Ability to manage challenge and conflict * Respond quickly to phone calls and messages and pass on information promptly to other colleagues | * Knowledge of the functions of Children’s and Adults Services | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Flexible approach to work * Commitment to the provision of a quality service and improving outcomes for children, young people and families * Positive attitude towards customer care * Ability to keep information secure and confidential * Emotionally resilient |  | Application form  Selection Process  Pre-employment checks |