

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults and Health		Service Area: Adult Learning Disability Team	
JOB TITLE: Team Administrator			
GRADE: E			
REPORTING TO: Team Manager			
1.	JOB SUMMARY: To provide administrative tasks to enable the social care team to carry out statutory duties. To operate within Local Authorities policies and procedures, as well as statutory responsibilities. To provide excellent communication skills, demonstrate and deliver high standards of service to support the effective running of the service. To demonstrate a committed and enthusiastic approach and have an understanding of the client group.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Receiving and passing on messages and instructions on behalf of team staff, including the making of arrangements on their behalf, when requested.	
	2.	The maintenance of individual and team records including case files, referrals and the operation and maintenance of the computerised client database and associated records systems.	
	3.	The collation of case and other statistics.	
	4.	Responsibility for accurate minute taking at panels and meetings.	
	5.	The preparation and maintenance of casework database and the general scanning and attachment of documents onto the database.	
	6	Liaison with other Authority’s Departments.	
	7	Raising Departmental purchase orders and reconciliation of invoices	
	8	Collection of information for the Departments re-referral process.	

	9	To enhance the department's image within the authority by promoting awareness of services and achievements and encourage greater participation.	
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3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Emma Walker		10/06/2021
Job Description agreed by: (Post holder)

Job Description dated 2021



PERSON SPECIFICATION

Job Title/Grade	Team Administrator / E	
Directorate / Service Area	Adults and Health / Adult Learning Disability Team	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	A good level of general education with GCSE or equivalent	NVQ level 2 business administration	Application form
Experience	General clerical experience. Knowledge of manual and computerised records.	Experience of working in a health or social care setting	Application / Interview

Knowledge & Skills	<p>Computer skills- knowledge and experience of using various applications (Word, Excel, Power Point Access Internet and Outlook)</p> <p>Excellent communication skills.</p> <p>Good numerical skills and accuracy</p> <p>Ability to work as part of a team and on own initiative</p> <p>Time management skills</p> <p>Customer focus</p>	Experience of using Care director	Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> Demonstrate the Council's Behaviours which underpin the Culture Statement 		Application / Interview
Other requirements	Good interpersonal, communication and customer service skills.		

	<p>Able to work as part of a team and provide support to team members</p> <p>A flexible and enthusiastic approach to work</p>		
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Person Specification dated 2021