

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults, Health & Wellbeing		Service Area: Adult Social Care	
JOB TITLE: Team Clerk			
GRADE: E			
REPORTING TO: Lanark close Manager			
1.	To provide administrative and reception support to Lanark close, to support the day-to-day running of the building and to provide a professional and welcoming first point of contact for anyone accessing the service. Roles include (but are not restricted to) responding to queries from carers and clients, over the telephone and via email, maintaining records and databases, ordering and purchasing relevant resources, maintaining the short break diary.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Provide administrative support to Lanark.	
	2.	Greet cares, clients, contractors and visitors and provide information, referring queries as appropriate.	
	3.	Maintain and circulate printed materials, emails, digital displays.	
	4.	Maintain records of contacts, enquiries and associated information in line with confidentiality and data protection.	
	5.	Maintain stocks of stationery, office equipment and raise purchase orders via Agresso.	
	6.	Maintain a database of contacts to aid dissemination of information.	
	7.	Maintain teams, systems and records, including staff and client files	
	8	Handle postal deliveries and dispatches	
	9	Operate telephone systems and emails courteously and efficiently, record calls, take messages.	
	10	Maintain financial records for service credit card and upload monthly.	
	11	Use software systems to input, store, calculate and retrieve information; maintain service statistics and data.	
	12	Undertake personal training as necessary.	
	13	Provide admin support for meetings	
	14	Assist with organising events	

	15	Support manager in health and safety checks; report concerns and arrange maintenance of equipment and building.
	16	Carry out duties within the Council's Dignity for All Policy (Equal Opportunities Policy).
	17	Take reasonable care of own health and safety and cooperate with management.
	18	Adhere to Council service standards, policies and procedures; comply with data protection regulations.
	19	Be responsible for personal learning and development and support others.
	20	Undertake other duties or projects commensurate with the nature and grade of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade 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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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
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Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated January 2026



PERSON SPECIFICATION

Job Title/Grade	Team Clerk	E
Directorate / Service Area	Adults, Health & Wellbeing	Adult Social Care
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• Good level of general education including pass in English and Maths • Understanding of Microsoft teams • Microsoft 365 experience	• Customer Service or administration/business qualification	Application form
Experience	• Experience providing excellent customer service • Experience providing administration support • . •	• Experience communicating with service users and people with additional needs	Application / Interview
Knowledge & Skills	• Good communication skills • Organisational skills	Previous experience dealing with people with communication difficulties	

	• IT skills • Administrative systems • Good organising and time management skills • Good telephone manner		
Specific behaviours relevant to the post	• Demonstrate the Council's Values & Behaviours • Able to work autonomously • Able to represent the needs of the organisation and clients externally • Non-judgemental communication • Ability to prioritise tasks and work under pressure		Application / Interview
Other requirements	Demonstrate Council's behaviours underpinning Culture Statement		

Person Specification dated July 2026

 Stockton-on-Tees BOROUGH COUNCIL		KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults & Health		SERVICE AREA: Lanark
JOB TITLE: Team Clerk		
GRADE: E		
JOB LOCATION / BUILDING: Lanark Close		
REPORTING TO: <i>Emma Porritt</i>		

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.	X	

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>	X	
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Emma Porritt

Date:24/0726

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk