ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Health & Adult Services** **POSTHOLDER**

GRADE **Scale 5**

POST DESIGNATION Team Administrator

Purpose of Job:

i. To be accountable to the Principal OT/Service Manager, Team Manager and Advanced Practitioner OT's within SCOTSS (Specialist Community Occupational Therapy & Sensory Services).
Manager for the quality of support to a team providing a service for the care of older people. This will be as agreed by the Service Manager, through the processes of specification of support needs, training and Supervision.

ii. To provide administrative support to SCOTSS *as designated by the Service Manager*

iii. To use all resources efficiently and effectively, ensuring that work complies with Council Policy and procedures and that statutory obligations are met.

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To be responsible to the Line Manager for:

Liaison with community and partner agencies and other departments to provide and receive information both sensitive and complex regarding service users.

The provision of training and development support to workers on systems and procedures relating to processes used in Adult Care Management

Acting as a central point of information and communication for the Team.

Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

Main Duties

Manages up to .0.....directly managed staff.
Manages up to ..0....indirectly managed consultancy/contracting staff.

Providing administrative support in the allocation of cases, the organisation and maintenance of duty rotas, producing letters, reports, minute taking, filing, photocopying and other office related tasks.

Ensure the processing of work quickly and accurately within the departments legislative framework, including making checks and entries on a client based data system, making up client profiles and generating necessary paperwork linked to the Care Management process

To provide and information to service users and their carers through face to face contact, Telephone communication or in writing.

Effectively and sensitively deal with telephone calls, giving clear and precise information, problem solving where appropriate and communicating with colleagues.

To maintain an adequate supply of stationary, equipment, leaflets and information.

To analyse, design and implement new administration procedures and practice to meet changing local and statutory needs, liaising with colleagues and managers to ensure corporate consistency

To arrange, attend and minute meetings including team, departmental, planning meetings and case conferences as required by the Service Manager / Team Manager or Advanced Practitioners

To maintain a diary and record of team movement and receiving and distributing internal/external mail to appropriate personnel.

At the direction of the Service Manager / Team Manager or Advanced Practitioners to actively support other team support staff where required and where work has been prioritised accordingly.

To ensure that at all times the work undertaken promotes the equal opportunities policies of the Local Authority and Health Trust.

To participate in the lock-up and unlock of the team/service reception area and all filing systems /cabinets on a daily basis in the mornings and afternoons and participates in a rota system for other administrative tasks

To undertake any other duties that are reasonably requested by management.

To undertake any other work appropriate to the level and general nature of the post's duties.

To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.

Designation of the Post to which the Post-Holder normally reports to: Advanced Practitioner OT

LONDON BOROUGH OF GREENWICH

PERSON SPECIFICATION

Job Title	Team Administrator
Career Grade	Scale 5
Service/Section	Generic
Directorate	Health and Adult Services

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
1. Ability to deal tactfully and assertively with individuals.	A/I	E
2. To evaluate and make practical decisions relating to workload management and pressures and an ability to work to tight deadlines with minimum supervision.	A/I	E
3. Ability to maintain quality of work in a pressurised environment and be self-motivated.	A/I	E
4. Evidence of organisational and planning skills.	A/I	E
5. Ability to communicate at all levels both inside and outside the organisation and ability to liaise closely with colleagues & give the appropriate assistance as required.	A/I	E
6. Ability to deal appropriately & timely when information received.	A/I	D
7. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.	A/I	D
8. This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or as prescribed in the Police Act 1997 (Criminal Records) regulations. A DBS enhanced with barred list check is an essential requirement for this role		

Experience		
9. Substantial experience in secretarial / administrative work.	A/I	D
10. Demonstrate proficiency in Microsoft Office applications.	A/I	E
Equal Opportunities		
11. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	A/I	E
Additional		

Please note that all elements included are essential. Those items marked 'E' should be particularly addressed in your application.