

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Health & Adults' Services (HAS)** **POSTHOLDER**

SECTION **Personalised Support and HAS Financial Services** **GRADE SC5**

POST DESIGNATION (TITLE) **Team Support Officer**

Purpose of Job:

In this post you will share your time between the HAS Finance Team and the Self-Directed Support Team as agreed with managers.

You will be responsible to the Team Leader HAS Finance and the Team Leader, Self-Directed Support (Planning, Advice & Recruitment) for:

- i. Administrative support including management of post in and out of the teams, scanning, printing and uploading documents to client and team files and updating and retrieving records. as required. Undertake financial administration regarding invoicing and payments.
- ii. Team diary management, arranging and minuting team and project meetings, including strategic and multi-disciplinary meetings involving other teams/ organisations. Arranging duty rotas and visits and answering calls from colleagues and members of the public.

Main Duties:

- 1) Manage post in and out of both teams, scanning incoming post and ensuring documents are uploaded to the correct folder or on the client database and where needed, are forwarded to an appropriate officer for action.
- 2) Mail-merge, print and post letters and information leaflets as needed, working with the Print team and Post room to specify and order larger mailouts.
- 3) Work with service providers, the public and colleagues to reduce use of unnecessary post and increase use of digital means of communication.
- 4) Deal with calls and emails to the team requiring an administrative response including invoicing and billing queries.
- 5) Co-ordinate office rotas and duty rotas for the team ensuring rotas are completed in advance, that there is sufficient cover and that changes are agreed as appropriate and circulated to all. Where home visits are required, including joint visits, manage diaries and make travel arrangements to maximise efficiency.
- 6) Undertake financial administration, chasing invoice authorisations, responding to queries, completing payment requests and providing reports as required.

- 7) Arrange team meetings and project meetings, including contacting external stakeholders and those in other directorates to get availability, booking rooms and venues and putting MS Teams or Zoom invitations in people's calendars.
- 8) Ensuring previous minutes, agendas and other papers are circulated to participants. Minute meetings accurately when required, clarify points and ensure action points are clearly noted.
- 9) Undertake project support work from time to time, co-ordinating and updating action plans and circulating to colleagues.
- 10) Ensure the teams' digital files are kept in an orderly fashion, regularly updated and compliant with data protection rules.
- 11) Assist the Team Leaders and other managers with recruitment activities such as arranging interviews, checking identity documents, and collating paperwork. Assist in the induction of new staff as required.

General duties:

- 11) To undertake any other work appropriate to the level and general nature of the post's duties.
- 12) Where necessary for the job role or appropriate for continued development in the role, you may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 13) 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.
- 14) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 15) This post requires an Enhanced DBS with children's and adult's barred lists and will be supported by Safer Recruitment tools
- 16) You may be required to undertake alternative, or additional duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: Team Leader HAS Finance and Team Leader, Self-Directed Support (Planning, Advice & Recruitment)

Person Specification



Job Title	Team Support Officer
Grade	SC5
Service/Section	HAS Finance Team/ Self-Directed Support Team
Directorate	Health & Adult Services

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
1. Knowledge of finance processes including payments and invoicing.	Essential
2. Knowledge of health and social care services, including statutory duties Local Authorities have in relation to social care	Essential
3. Knowledge of regulations relating to data protection and confidentiality	Desirable
Skills and Abilities	
4. Customer service skills with the ability to communicate effectively and with empathy with members of the public and deal sensitively with people under stress.	Essential
5. Strong digital processing skills using a variety of software applications including Microsoft Teams, Outlook, Excel, Word and online case management systems .	Essential
6. Excellent spoken and written English with the ability to compose accurate and clear emails, letters, reports and case notes, along with organisational skills and the ability to work independently, prioritising tasks appropriately	Essential
Experience	
7. Experience of direct customer service work with members of the public answering queries and giving information.	Essential
8. Substantial experience of office-based administrative work	Desirable
9. Experience of undertaking financial administration tasks	Desirable
Equal Opportunities	
10. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice.	Essential
11. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	Essential

