**JOB DESCRIPTION**

**ADULT & COMMUNITY BASED SERVICES**

**JOB TITLE:** TEAM CLERK

**DIVISION:** Adult Social Care

**GRADE:** Band 6

**RESPONSIBLE TO:** Team Manager

**POST REFERENCE:**  105265

**Purpose of Post**

1. To provide an effective and efficient clerical and administrative support service to the Team
2. The post holder is responsible for handling confidential information of personal nature and must ensure this information is not disclosed inappropriately and held in accordance with the Data Protection Act and subsequent General Data Protection Regulations (GDPR 2018)
3. All staff will be asked to consider their role in the context of the objectives that the Department is working towards and to contribute constructively to the continuous improvement, performance management and best value culture and interagency context of the department.

**Key Relationships**

All staff will be expected to promote team working within their particular staff group/service area and also across the Department as a whole. This will include corporate colleagues, staff from other agencies and representative groups and working with elected Members as appropriate.

Additionally, key relationships for this post will be:-

* Locality Managers
* Head of Business Unit
* Admin Manager
* Management Information Team
* Care Management Teams
* User Property & Finance Team
* Team Clerks of Inter-Department Teams
* Duty Team
* Other Departments within Adult & Community Services and Hartlepool Borough Council
* Health Partners, including Hartlepool Primary Care Trust and University Hosptial of Hartlepool
* Members of the Public
* Statutory and Voluntary agencies

**Main Duties and Responsibilities**

1. To ensure that accurate administrative records and systems are maintained as required by policies and procedures. This will involve the use of manual and computerised systems.
2. To respond appropriately to all telephone enquiries, ensuring that they are dealt with effectively and efficiently. Line management is to be informed of any difficulties or issues.
3. To use Iclipse, to scan, store and retrieve documents and to input data in order to appropriately index documents within the System.
4. Ensure that strict confidentiality is maintained in all areas of work, in accordance with departmental policies, procedures and guidance.
5. To operate and maintain the recording and management of effective and efficient office systems, including the creating of templates and computerised file management to support the team.
6. To provide cover at Reception areas, including answering any queries both face to face and on the telephone from members of the public, which may include the issuing of money vouchers to be handed to cashiers.
7. To provide a word processing service as required.
8. To provide assistance and cover the other clerical posts as and when required.
9. To assist in ensuring the Team provides responsive services.
10. To undertake financial process in accordance with the councils regulations.
11. To provide support with ordering, minutes, dairy management and organising meetings and travel.
12. Any other duties of a related nature, which might reasonably be required and allocated by the Managers.

 Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: November 2018

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**