



## **Team Assistant**

**Salary: Band: 5, £25,652 - £27,363 p.a,**

**37 hours per week**

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment.

## **The Service**

### **What is the purpose of Adults Care and Support from a service user perspective?**

Help me, when I need it, to live the life I want to live.

This is Adults Care and Support statement of purpose - it's why we exist. Within Adults Care and Support, we are in the process of further developing our services to ensure that we are delivering a person centred and strength-based approach. Leaders and staff at all levels will be engaged in this work, to study, redesign, and continuously improve our offer.

Through Health and Care Portsmouth, a partnership of local organisations, we are working together to change the way we provide health and social care. Our vision is to support people to live healthy, safe and independent lives by developing and offering services that are joined up and provided in the right place, at the right time.

<https://healthandcare.portsmouth.gov.uk/about/>

### **What is the role?**

In this role, you will be manning the Adults Care and Support Helpdesk and providing administrative support to the team within Adult Social Care.

You will be:

- Taking telephone calls from clients, client representatives, professionals and members of the public, then recording accurate messages on the client database, signposting or providing information as necessary.
- Typing clients' assessments and other ad-hoc documents on behalf of practitioners, often transforming rough notes into accurate documents with a professional level of punctuation and grammar.
- Completing accurate data entry and sourcing of data on Social Care's specialist client databases.
- Ensuring that client records meet the needs of statutory reporting to the Department of Health as well as in-house business reporting.
- Ensuring that sufficient staffing capacity parameters are adhered to in line with business-continuity definitions.
- Issuing documentation to clients and associates as required.



- Taking minutes of team meetings and client-specific meetings, including safeguarding issues.
- Ensuring the team's office facilities are managed on a day-to-day basis in adherence with data protection/information governance policies/legislation.
- Recording and manipulating various data and producing required statistics.
- Facilitation of the lone-working policy by recording practitioners' whereabouts during the course of client visits.
- Other administrative tasks as required by the business and its evolving needs.

### **Who is the person?**

You need to have:

1. An understanding of Adult Social Care Services.
2. Strong communication, literacy and numeracy skills.
3. Strong existing IT skills, with the desire to learn new IT skills on a regular basis, and have the enthusiasm to help implement new IT systems to ensure greater business efficiencies.
4. Significant experience of using Excel, Word and Outlook and the desire to further improve your skills with these applications.
5. Experience of taking business phone calls and recording messages, and an understanding of communicating effectively with vulnerable clients.
6. Previous experience of taking accurate minutes of meetings.
7. Preferably, but not essentially, you will have the experience of using bespoke databases and understand the implications of recording inaccurate data.
8. A fast and accurate typing speed.
9. A thorough understanding of data protection, information governance and GDPR, and the ability to handle sensitive data in an objective and discreet manner.
10. Familiarity with the principles of efficient electronic filing.
11. Flexibility, including a willingness to cover staff absence in other teams across the city at short notice, and to move, on a temporary or permanent basis, to other locations around the city.
12. Patience and empathy, both with customers on the telephone and with colleagues' queries.
13. Ability to self-prioritise and to work with minimal supervision.
14. Ability to navigate the Internet in an efficient manner.
15. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

**How to apply:** Please see the job profile at the bottom of the Job page and ensure you fully read and follow the guidance, so you fully demonstrate how you meet the points on the job profile.

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted. Please read alongside the 'How to apply' information on the career's portal.**



## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

Visit the Gov website to read the full notice.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.