



Team Assistant

Salary: Band: 5, £27,346 - £29,170 per annum.

37 hours per week:

Office attendance is required minimum 3-days a week for full time staff, this remains flexible, subject to business needs.

Location: The Kestrel Centre, Civic Offices, Portsmouth

The Service

The Integrated Learning Disability Service is based at the Kestrel Centre within the Civic Offices in Portsmouth. It is a multi-disciplinary team comprising of a number of specialist roles and is integrated with Hampshire & Isle of Wight HealthCare Foundation Trust colleagues. This integration supports both a health and social care need for those with a learning disability who are over the age of 18 residing in the Portsmouth area. We also help young people over the age of 14, with a learning disability who live in Portsmouth to prepare for adulthood.

What is the role?

In this role you will be providing comprehensive business support to the Integrated Learning Disability Team. This will include handling telephone enquiries from both internal and external stakeholders, taking and relaying messages, providing information and signposting where needed. You will be processing referrals and discharges and other patient-related documentation and support the panel process with the management of care packages whilst maintaining accurate service user records.

Responsibilities include typing and preparing annual reviews, support plans, producing reports, presentations and correspondence, completing data entry and sourcing of data on both the Trust and Social Care's specialist service user databases. You will ensure service user records meet the needs of both inhouse and statutory reporting and ensure that sufficient staff capacity parameters are adhered to in line with business continuity definitions. You will be required to take minutes at meetings (including safeguarding issues), managing diaries and appointments, monitor lone-working arrangements, and oversee office administration in line with data protection and information governance requirements.

The role also involves producing statistics, ensuring business continuity standards are met, working across PCC and Trust platforms to deliver an integrated service, and undertaking other administrative duties as required.

You will be required to comply with organisational policies, training participation, flexibility to meet service needs.

Who is the person?

You need:

1. Strong communication, literacy and numeracy skills.
2. 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.
3. Significant experience of using Excel, Word and Outlook and the desire to further improve your skills with these applications.
4. Experience of taking telephone calls and relaying messages, and an understanding of communicating effectively with vulnerable clients.
5. Preferably, but not essentially, you will have the experience of using bespoke databases and understand the implications of recording inaccurate data.
6. A fast and accurate typing speed.
7. A thorough understanding of data protection, information governance and GDPR and the ability to handle sensitive data in an objective and discreet manner.
8. Familiarity with the principles of efficient electronic filing.
9. Patience and empathy, both with customers on the telephone and with colleagues' queries.
10. Be able to take accurate, detailed minutes of complex meetings which will contain confidential and sensitive information.
11. You will be able to self-prioritise with a flexible approach with the ability to work with minimal supervision.
12. Ability to navigate the internet in an efficient manner.
13. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

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

General Data Protection Regulation (GDPR)

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