

Team Clerk – Adult Social Care

Salary Range: £36,141 - £40,817

Grade: Level 3 Zone 1

Location: 5 Pancras Square

Reports to: Abi Lawal



About the role

At the core of the role is the unique ability to work with the Adult Social Care Support Lead to collect performance information to inform service development and undertake recruitment and induction for new starters for the service.

At times, unexpected events and crisis may arise and your ability to recognise and respond and support the service wherever possible to ensure the smooth operation of the service area.

A key part of this role is to support the newly re-structured ASC Neighborhoods Team. Inbox triaging on the Front Door mailbox will be a requisite for the postholder.

The role is office based but with some scope for flexible working.

The things you'll achieve

- Delivering excellent services to the people of Camden
- Financial prowess and excellent record keeping
- Working in a large team supporting each other
- Excellent knowledge and application of good customer care
- Being part of the outcomes that change residents lives for the better

About you

Experience

- Administration in the public sector
- Working the Camden Way
- Complex mailbox management including abilities to categories, sort and flag mail appropriately.
- Delivering excellent customer service

You have

It is essential that you have an understanding of Adult Social Care and its customer base. The nature of this role will require you to be excellent administrator with strong people skills.

You will be able to manage a demanding and varying workload from taking minutes to organizing urgent payments to clients in needs.

You must have the ability to deal sensitively and discreetly with confidential matters and work with customers with a range of needs and at times present with challenging or emotional behaviour.

You will have excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy and have good numerical skills and ability to understand statistical data.

Other important information...

People management

None

Work environment

The role will be mainly office based with frequent contact with the public and internal and external colleagues including face to face contact, but the ability to do some flexible working.

Who you will be working with

You will join will be required to liaise with various teams and services both internally and externally, negotiating and influencing outcomes. When developing and reviewing care/protection plans this will include engaging and involving users and carers in these reviews and liaising with other workers and agencies as appropriate.

The application process

Shortlisting can take up to two weeks after the advert closes. Successful candidates will be invited to a one-stage interview and test process. Following the interview, The Hiring Manager will contact the successful appointee directly.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

