

## Job Profile Information: Team Clerk

This supplementary information for Team Clerk is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

### Camden Way Category 3

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

The post holder will provide business and administrative support to Adult Social Care undertaking a range of complex administrative and financial duties working collaboratively with service colleagues and internal and external partners

#### Example outcomes or objectives that this role will deliver:

- To be the first point of contact for customers/colleagues contacting the team, handling calls, and responding appropriately
- To ensure the smooth operation of the service area
- Work with the Adult Social Care Support Lead to collect performance information to inform service development
- To ensure business and financial administrative processes are followed and completed according to divisional or corporate guidelines
- To ensure the service has support and equipment to carry out its work
- To undertake any other duties or responsibilities as required by the line manager

#### People Management Responsibilities:

A key responsibility of this role is to provide maximum availability and support to the whole Adult Social Care service

#### Relationships:

The postholder 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.

#### Work Environment:

The post holder will be mainly office based with frequent contact with the public and internal and external colleagues including face to face contact  
The post will either support the service area. All post holders will work in a busy environment  
Post holder will have to manage their own workloads effectively whilst working collaboratively with other Team Clerks and colleagues as appropriate

## **Technical Knowledge and Experience**

An understanding of ASC and its customer base

Excellent knowledge and practical application of good customer care

Good understanding of admin/financial systems to support the delivery of an excellent customer service

Experience of working within a social care or health setting

Experience of providing advice and information to members of the public

Experience of working with, or caring for, adults in a paid or voluntary capacity

ICT skills – Microsoft Office Packages to a high level

Excellent Organisational skills able to manage complex and varied workload

Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy

Good numerical skills and ability to understand statistical data

Ability to work on own initiative and with minimal supervision

Ability to deal sensitively and discreetly with confidential matters

Ability to prioritise work and meet deadlines and timescales

Ability to work with customers with a range of needs and at times present with challenging or emotional behaviour

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

### **•Deliver for the people of Camden**

Acts as a customer champion

delivers excellent customer service.

Keeping up to speed with trends and best practice

### **•Work as one team**

Actively seeks out ideas from others to develop the best solution

Is approachable empathetic and support helping people to solve problems

considers others interest, cultural differences etc

### **•Take pride in getting it right**

Consults with colleagues and asks for information

Focuses on data quality and makes sure information is accessible to others and shared safely

Is a guardian of a transparent, trustworthy and collaborative work environment.

**•Find better ways**

Has a can do attitude and is willing to give things a go  
Focus on doing their job well and proactively  
owns and regularly reviews their own learning needs

**•Take personal responsibility**

Gives direction to help peers deliver the tasks at hand  
take decisions confidently within the everyday conditions of their role  
Asks for input from a range of peers to get different perspectives to solve a problem and get it right first time