

Team Clerk Job Profile

Job Title: Team Clerk – Adult Social Care

Job Grade: Level 3 Zone 1

Salary Range: £30,893 - £35,488

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. You 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

As a Team Clerk in Adult Social Care, you will form part of a large network of professionals in an integrated Adult Social Care setting. You 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.

About the role

In this role, you 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. The team clerk role is integral to the service in providing maximum availability and support to the whole of Adult Social Care.

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.

About you

It is essential that you have an understanding of Adult Social Care and its customer base, have excellent knowledge and practical application of good customer care and an all-rounded understanding of administrative/financial systems to support the delivery of an excellent customer service.

Have excellent Organisational skills able to manage complex and varied workload

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. 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

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.

People Management Responsibilities:

This role does not involve people management responsibilities but there will be opportunities for mentoring or supervising apprentices within the service.

Relationships:

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.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk) Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG,