

JOB DESCRIPTION

Job Title: Team Support Officer

Directorate & Section/Unit: People Directorate/Provider Services/Homecare

Reporting to: Team Supervisor

Management responsibility for (Level 1 Manager and above): NA

Supervisory responsibility for (Level 1 Supervisor): NA

Headcount and FTE of staff: NA

Please do not change the following information unless a grading or DMA review has been undertaken.

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|----------------------------------|-----------------|
| Salary Grade: | Scale 3 |
| WCC Management Level: | Frontline staff |
| Number of Direct Reports: | NA |

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To support the team through the provision of support functions
- To act as a point of contact for the team and the service
- To work collectively with other Team Support Officers to ensure support across the whole service, and wider Provider Services when required

Main Activities & Responsibilities:

- To provide a range of support functions including administrative and clerical support, data and record management and call handling across the service
- To act as first point of contact for the service
- To acknowledge and record all new requests for service according to service procedures
- Accurately record and maintain data for the purposes of monitoring and governance, and in line with County Council policies and procedures
- To ensure effective communication within the team, throughout the team and outside of the team
- To provide a response to all enquiries in line with the values of the County Council
- To liaise effectively with all team members and other internal and external contacts
- To take part in a rota covering the service operational hours – this will include weekends, evenings and bank holidays

- To work with other Team Support Officers to assist with the development and monitoring of the service as required to ensure that service standards are applied.
- To support the service to meet requirements under data legislation such as Data Protection Act and General Data Protection Regulations and Freedom of Information Act.
- To support the team in meeting data quality standards
- To work flexibly in order to ensure appropriate cover during periods of absence of colleagues
- To provide and support the team with IT support as directed by Managers.
- To ensure records, both paper and electronic, are updated according to procedures
- To deal with correspondence, both incoming and outgoing, when required.
- To have involvement in specific projects and pieces of work when required to ensure continuous improvement in service provision

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Senior Managers, Management Teams, Managers & staff across all directorates, Project Staff

External: Healthcare Professionals, Police, Suppliers, Service providers, Statutory and Voluntary Organisations, service users, clients, members of the public

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

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Date: July 2020
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