

LONDON BOROUGH OF SUTTON COMMUNITY SERVICES

JOB DESCRIPTION

Post Title:	Team Administrator
Section:	Transition Unit
Grade:	Scale 3/4
Service Unit:	Community Services
Responsible to:	Team Manager, Children with Disabilities Team
Responsible for:	None

Purpose of the Job

To provide a quality administration service to the Transition Unit Co-ordinator, Team Manager, Assistant Team Manager, Social Workers, Care Managers and Connexions Personal assistants.

To be the first point of contact for members of the public telephoning the Team who need to access social work, care management and Connexions services. To answer queries that do not require social work attention and to provide practical assistance by making referrals to other services as appropriate.

Duties

1. To issue petty cash, ensuring all relevant paperwork is authorised and completed, and to be responsible for the security of petty cash monies.
2. To take and record accurate telephone messages for Social work, care management, and Connexions staff.
3. To maintain accurate case files both manual and computerised, establish case files, and process closed files. To ensure initial referrals are completed and passed to the Duty Officer as appropriate. To input and extract information using the Client Record System.
4. To be responsible for monitoring the accuracy of paperwork in relation to social work caseloads on a monthly basis, including the completion of Performance Indicators, consulting with Team Manager, Assistant Team Manager and Social work, care management, and Connexions staff to ensure that they agree with computerised records, amending them as necessary.
5. To attend regular unit meetings and keep up to date with new developments within the team. To participate in implementing ongoing improvements within the administrative function of the team in consultation with the Team Manager and Transition Unit co-ordinator.
6. To arrange meetings and take minutes as required, for any meetings of the Transition Unit.
7. To assist with typing of urgent memos and letters using word processing equipment.

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new types of worker
new types of working



8. To check and prioritise incoming post daily, bringing priority matters to the attention of the Assistant Team Manager, Team Manager and Social work, care management, and Connexions staff. To sort and frank outgoing post on a daily basis. To photocopy, collate and distribute information, including training information, to Social work, care management, and Connexions staff.
10. To undertake the training of new Social work, care management, and Connexions staff in office systems and administrative procedures, including case-file management and the duty system.
11. To answer enquiries from service users and colleagues, maintaining an appropriate standard of knowledge and understanding of departmental policies and procedures and knowledge of current legislation relating to those services provided by the social work, care management and Connexions members of the team.
12. To assist with the development of a tracking process for young people in transition, and to provide management and statistical information on Transition, inputting and maintaining the information on spreadsheets using Excel.
13. To process requests from the Education Department in relation to children on the Register of Children with Special Needs, ensuring that statutory procedures under Section 5 and 6 of the Disabled Persons Act 1986 are met.
14. To draft new administrative procedures, forms and standard letters as required for the Team Manager, and Transition Unit co-ordinator, and bringing to the attention of the Team Manager any need to change internal procedures as developments occur.
15. To be responsible for the security and confidentiality of case files and paperwork on a daily basis. To ensure that social workers, care managers and connexions advisers secure the contents of their in-trays at the end of each working day. To be responsible for filing material relating to closed case files and other miscellaneous paperwork, ensuring confidentiality at all times and maintaining the security of data.
16. To update information held on mailing lists in relation to carers, children and young people receiving services from the Transition Unit, and to action mass mailing as required.
17. To assist the Team Manager in the completion of the monthly sickness returns for Social work, care management, and Connexions staff.
18. To be responsible for ensuring that adequate supplies of forms used by Social work, care management, and Connexions staff are maintained and to order stationery as required.
19. To undertake any other comparable duties that may be required from time to time or identified by the Family Services Administration Manager.
20. The postholder will carry out their duties in accordance with the Council's Equal Opportunities Policy and all other Borough and departmental policies and procedures.

**LONDON BOROUGH OF SUTTON
 PERSON SPECIFICATION**

JOB TITLE: Team Administrator, Children With Disabilities Team

GROUP: COMMUNITY SERVICES

JOB REF.

No.	Education and/or Experience	Priority 1 or 2
1	Six months experience of maintaining computerised and manual records.	1
2	Six months experience with the public on the telephone and/or face to face.	1
3	Twelve months experience of working in an administration setting.	1
	Skills and Abilities	
4	Ability to carry out set procedures as laid down by the relevant Social Services Management and the Administration Manager.	1
5	Ability to deal sensitively with enquiries from the public, clients, members of the Community Services Management, other Social Services staff, professional or agency, in person or by telephone and in an appropriate manner.	1
6	Ability to prioritise workload to enable the defined deadlines to be met.	1
7	Ability to maintain and check administrative records using computerised system.	1
8	Ability to set up and maintain administrative records, files and other systems.	1
9	Ability to arrange meetings/reviews and take minutes.	2
10	Ability to maintain confidentiality.	1
	Knowledge and Aptitudes	
11	Good knowledge of Microsoft Word and Excel.	1
12	Knowledge of computerised records system.	1
13	Willingness to implement and promote the Council's Core Values, Health and Safety and Environmental Policies, together with any other relevant Borough policies and procedures.	1
14	Adherence to the Council's Equal Opportunities Policy.	1

No	Additional Factors	Priority 1 or 2
15	Accepting the nature of the service, willingness to be flexible and to provide administrative cover as required.	1

Date:

Appointing Manager:

Criteria marked Priority 1 are ones which applicant **must have** to be appointed.
Priority 2 criteria are also essential, but may be learned or developed further after appointment.
We normally **shortlist** using Priority 1 criteria.