

Job Description

Job title:	Team Secretary
Directorate:	Operational Services
Department:	Assertive Outreach Team - AAW
Responsible to:	
Accountable to:	
Pay band:	3
Contract:	Agenda for Change
On call requirement:	No
Disclosure required:	Enhanced DBS
Professional Registration:	No

Job outline:

To provide a comprehensive range of secretarial and administrative services to the team. To liaise with other departments and services and to respond effectively to enquiries from the general public, service users, referrers and other agencies. To consistently deliver a client focussed service, which promotes good customer service and effective working relationships.

Scope & Authority

The Team Secretary will provide a full secretarial and administrative service, having daily liaison with a wide range of staff at all levels and regular contact with people who use services and their carers, who may at times be distressed or angry. The Team Secretary will be responsible for ensuring the effectiveness of the office environment for the team.

Key Result Areas: Secretarial

- To provide comprehensive and efficient secretarial support to the team; this will include handling all aspects of correspondence, including processing referrals and dealing with telephone enquiries.
- Liaise with other directorates and staff at all levels, both internally and externally.
- Ensure that all documents and correspondence are filed correctly.
- To produce from audio and hand written notes, word processed letters and reports to a high standard of presentation and accuracy using appropriate Trust templates, in line with Trust guidelines. Some letters and reports may contain very distressing content.
- To be responsible for initiating and sending out, without reference, routine correspondence and a variety of self help information.

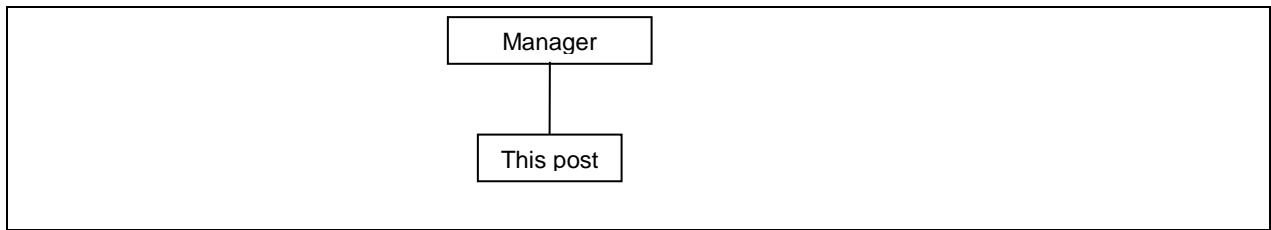
We are an Equal Opportunities Employer operating a No Smoking Policy

- To be responsible for managing the diaries of the team and prioritising competing needs
- To be responsible for preparation of non routine papers.
- Organise and facilitate relevant meetings, preparing the agenda, taking minutes.
- To open and process incoming and outgoing mail for the team.
- To prepare presentation materials.

Administration

- Make up new files as required, update labelling and information sheets as necessary and file all case notes in an efficient manner.
- Ensure that all information is handled in a confidential manner, in line with the relevant policies
- To be responsible for creating, retrieving and filing notes.
- To be responsible for maintaining comprehensive filing and database systems.
- To establish and maintain office systems, including bring forward system for the department.
- To organise transport, interpreters and other services for service users as and when necessary.
- To issue petty cash for reimbursement of travel costs, in line with the Trust policy, following the appropriate systems.
- To provide reception services, receiving visitors on behalf of the department, dealing sensitively with people, in person and on the telephone, taking accurate messages and providing follow up action as required, using appropriate initiative.
- To accurately record messages and information from any callers and to initiate appropriate procedures, maintaining effective channels of communication.
- To act as contact point for members of the team during office hours, responding appropriately in emergency situations by obtaining relevant information and liaising with organisations and persons involved.
- To liaise with external agencies.
- To undertake photocopying, faxing, post and filing as required.
- To assist in room allocation and re-ordering stationery.
- To ensure compliance with departmental policies and procedures with regard to the security of the building.
- To assist in the induction and training of new staff.
- To provide cover for other secretarial and administrative staff
- To maintain records of sickness/absence/leave for the team.
- To participate in the Trust's supervision and appraisal system.

Position in the Organisation & Key relationships



All staff are required to:

- **Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.**
- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to service users, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.

- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.

Person Specification

Job title:	Team Secretary		
Directorate:	Relevant directorate		
Department:	Relevant department		
Pay band:	3		
	Essential	Desirable	Evidenced by
A – Qualifications			
▪ NVQ 3 or equivalent	✓		A / C
▪ RSA 3 or equivalent experience and evidence of further practical experience or equivalent	✓		A / C
▪ Good standard of secondary education; GCSE at Grade C or above or equivalent	✓		A / C
B – Knowledge/Experience			
▪ Proven experience of a range of secretarial procedures	✓		A / C / I / T
▪ Understanding of medical terminology		✓	A / C / I / T
▪ Proven experience of working as an administrator		✓	
▪ Experience of producing documents to a high standard of presentation with good accuracy	✓		A / C / I / T
▪ Audio typing		✓	A / C / I / T
▪ Experience of generating own correspondence		✓	A / I / T
▪ Experience of maintaining office systems	✓		A / I / T
▪ Experience of working as part of a team	✓		
▪ Experience of working within the NHS		✓	A / I / T
C – Skills			
▪ Communication/Relationship skills:			
▪ Ability to deal sensitively with staff and clients in person and on the telephone. Ability to communicate effectively.	✓		A / I / T
▪ Ability to liaise on behalf of the team both within and outside the organisation	✓		
▪ Analytical & Judgement skills:			
▪ Awareness of the importance of confidentiality – ability to work within appropriate boundaries.	✓		A / I / T
▪ Ability to use good judgement skills when dealing with enquiries and problems	✓		

	Essential	Desirable	Evidenced by
<ul style="list-style-type: none"> ▪ Planning & Organisational skills: ▪ Ability to be able to plan workload, manage diaries, organise appointments, planning workload associated with key meeting dates ▪ Planning, organising and facilitating meetings and minute taking ▪ Ability to work on own initiative and prioritise own workload ▪ Ability to work to tight deadlines and deal with conflicting demands 	✓ ✓ ✓ ✓		A / I / T
<ul style="list-style-type: none"> ▪ People Management/Leadership/Resources ▪ Ability to work collaboratively within a team. ▪ Maintains stationery stock levels 	✓ ✓		A / I / T
<ul style="list-style-type: none"> ▪ IT skills: ▪ Knowledge of Microsoft Word, Excel, Outlook, Power point 	✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Experience of using database systems 		✓	A / I / T
<ul style="list-style-type: none"> ▪ Physical skills: ▪ Previous experience of data input 		✓	A / C / I / T
<ul style="list-style-type: none"> ▪ Abilities 			
<ul style="list-style-type: none"> ▪ Mental Effort: ▪ Ability to be able to concentrate on specific activities for prolonged periods of time ▪ Ability to be able to deal with conflicting demands ▪ Ability to deal with multiple deadlines 	✓ ✓ ✓		A / I / T
<ul style="list-style-type: none"> ▪ Emotional Effort: ▪ Ability to deal with emotionally sensitive and challenging material 	✓		A / I / T
<ul style="list-style-type: none"> ▪ Working Conditions: ▪ Ability to use computer equipment 	✓		A / I / T
D – Approach/Values:			
<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	✓		I
<ul style="list-style-type: none"> ▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	✓		I
<ul style="list-style-type: none"> ▪ Commitment to providing a quality service within a team 	✓		I
<ul style="list-style-type: none"> ▪ Ability to travel across sites 	✓		I
<ul style="list-style-type: none"> ▪ Punctual and flexible across hours of work when required 	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

Approved by:

Approved
Manager

Date

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