


Job Description

	Job Title	Team Assistant
	Directorate	Professional Regulation
	Department	Quality of Decision Making
	Grade	3
	Standard/Premium	Standard
	Reports to	
	Team Management	

Role purpose

To provide a comprehensive administrative support service to the Quality of Decision Making team ('the team'), supporting it in achieving its objectives of promoting and enabling high quality decision making on cases at each point of the Fitness to Practise process and, providing excellent standards of customer care to all stakeholders.

Key accountabilities

Assist the Decision Review Support Manager with the management of the process for reviewing closure decisions by the screening and case examiner teams. This includes ensuring that all relevant checks are undertaken to identify linked cases and previous cases.

Provide general administrative support for the team including diary management, preparing papers, taking minutes, filing, and performing other ad hoc tasks as requested.

Deal with incoming mail in a timely fashion by acknowledging, distributing, scanning and

logging as appropriate.

Assist the team in preparing for meetings, briefings, training sessions and working groups and, performing delegated administrative tasks for team projects as required.

Assist with reporting on the work of the team including tracking case allocation decisions. This will at times involve some data analysis.

Format documents produced by the team in line with House Style.

Information management

- Ensure that case files both manual and electronic, are set up according to protocol and that the team's database is kept up to date, accurate and is in accordance with FtP standards.
- Identify and take steps to address any issues that may pose a risk to the integrity of the team's data.

Quality and customer care

- Provide a customer focused service, performing telephone duties as required and taking messages and answering queries for the team, in line with NMC customer service standards.
- Communicate and escalate any problems to the relevant person quickly, in an open and honest way.
- Attend and participate in development and training opportunities.
- Take an active role in development and cross-directorate activities (including attendance at meetings where appropriate), within FtP and NMC.
- Take personal responsibility to ensure you are kept informed of developments in directorate policies and procedures.

Standard responsibilities

Other responsibilities

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within the NMC, are expected to be familiar with and adhere to.

You will comply at all times with the requirements of health and safety regulations to ensure their own wellbeing and that of their colleagues.

You will promote and comply with NMC policies on diversity and equality both in the delivery of services and treatment of others.

You will ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act 1998 and its amendments.

You will comply with NMC protocols on the appropriate use of telephone, email and internet facilities.

You will comply with the principles of risk management in relation to individual and corporate responsibilities.

You will comply with NMC policies and procedures as compiled on the organisation's intranet.

This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes will only be made following a discussion with the post holder.

DBS Status		No check required
Does this role attract any special conditions, e.g. on call, other allowances?		If yes, please indicate the allowance here

Person Specification

Job Title: Team Assistant Grade: 3	To be identified by: Application Form (A) Test/Assessment (T) Interview (I)		
Essential			
<ul style="list-style-type: none"> • Educated to GCSE level, English language and Maths A-C level or equivalent • Proven administrative experience in a complex office environment. • Experience of working within a customer service environment. • Proven experience of working with a wide variety of people at all levels, up to and including director level. • Excellent communication skills, both verbal and written. • Ability to deal with a high workload, including planning, prioritising and managing time effectively across the organisation and externally. 	A A A A A	I I I I	

<ul style="list-style-type: none"> • High quality, sensitive, effective customer care skills. • Excellent I.T. skills including Excel. • Highly developed ability to pay close attention to detail to produce reliable and accurate work. • The ability to be proactive and a high level of problem solving skills. • Ability to work within defined regulations and following established procedures • An empathetic individual who is sensitive to the needs of those involved in the fitness to practise process. • An understanding of the importance of confidentiality. • A self-starter who uses initiative and is able to work with minimal supervision. • Highly motivated with a flexible approach. • A willingness to continually develop levels of knowledge, as required by the role. • A collaborative approach to team working within and across the organisation. • A commitment to and understanding of the importance of equality and opportunity within the environment that the NMC operates. • 	<p>A</p> <p>A</p> <p>A</p> <p>A</p>	<p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p>	
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