

Job Description and Person Specification

Locality Coordinator

Reports to: Locality Manager

Responsible for: Not applicable

JOB DESCRIPTION

Job overview

The Locality Coordinator role undertakes a pivotal role within Operations, supporting Locality Managers to ensure localities operate effectively and efficiently.

The post holder will work to a number of Locality Managers, and will require them to organise their own time to ensure the key activities are completed within the required timeframe.

Key tasks, responsibilities and outcomes

- To have delegated responsibility for the administration of the DTMS, inputting service rotas and liaising with payroll and other functions, as necessary, to resolve any outstanding issues.
- To approve leave requests and maintain an overall view of annual leave of colleagues within the localities.
- Work with Locality Managers to ensure services are appropriately staffed, liaise with Resourcing colleagues with permanent and relief recruitment as well as booking agency workers for short-notice resource needs.
- Support the Locality Manager with a range of HR related activities including care certificate registrations, booking and coordination of interviews and coordination of training requirements.
- Input onto DTMS any complaints or compliments that are received, supporting the Locality Manager to ensure they are appropriately managed and concluded.
- In liaison with the Locality Manager, coordinate the organisation of multi-disciplinary team meetings in relation with the people supported within the locality.
- To prepare agendas, take and distribute notes of meetings, as required.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with a Locality Coordinator role.

PERSON SPECIFICATION

Qualifications		
GCSE Maths and English, at grade C or above or equivalent	Essential	Shortlisting
Level 2 certificate in customer service or Level 2 or 3 Certificate in the Principles of Business Administration, or equivalent.	Desirable	Shortlisting

Experience		
Experience of working in a busy office environment	Essential	Shortlisting
Experience of working in social care	Desirable	Shortlisting
Using, understanding and developing filing and information systems	Essential	Shortlisting, Interview
Experience of communicating with a wide range of internal and external stakeholders	Essential	Interview

Skills		
Data inputting	Essential	Shortlisting, Interview
The ability to use a variety of software packages (e.g. Word, Excel, Email, databases)	Essential	Shortlisting, Interview
The ability to type from handwritten material	Essential	Interview
The ability to prioritise own workload	Essential	Interview
The ability to work as part of a small team and to work alone	Essential	Interview
The ability to work under pressure	Essential	Interview

Knowledge and understanding		
Have an understanding of supporting people with learning disabilities and/or autism	Desirable	Interview

Personal attributes		
To demonstrate commitment to equality, the values of the organisation and personal growth	Essential	Interview
To have enthusiasm for the work we do	Essential	Interview
To be a reliable, supportive and professional member of different teams	Essential	Interview
Able to work flexibly, and work to the deadlines set recognising the demands placed on the other team members	Essential	Interview