Job Title: Unqualified Electronic Notetaker  
Grade: 5

**Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and the people of Staffordshire
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

ASSIST (sensory support in Staffordshire and surrounds), a centrally based post 16 support service providing high quality, customer centred and value for money support for people with hearing and vision loss.

The aims of the post are to:

* Ensure clients and students access information and education.
* Enable clients and students to develop and maintain independence.
* Foster awareness of sensory loss with staff, students, and the wider community when appropriate, and under the direction of ASSIST management.

Reporting Relationships

Responsible to: ASSIST Manager/Project Co-ordinator

Responsible for:

Key Accountabilities:

As directed:

* Provide professional note taking support by:
  + Listening and processing information whilst typing accurately and legibly at speed
  + Modifying language as appropriate to meet individual requirements.
* Act as a point of contact using a high degree of discretion and diplomacy, dealing with minor issues or queries where possible, and by discussing matters with ASSIST managers.
* Maintain and submit accurate records/log sheets as directed, submit claims in a timely manner to ensure costs can be recovered, allowing support to continue to be provided.
* Be aware of health and safety issues; wearing correct PPE as required and by highlighting any risks to management immediately.
* You will be expected to practice within the spirit of the National Registers of Communication Professionals Working with Deaf and Deafblind People (NRCPD) Codes of Practice.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * 5 GCSEs (or recognised equivalent) at Grade C or above including English * OCR/RSA Text production and Word Processing Level 2 or equivalent * Accredited qualification in Notetaking at Level 3 or willingness to work towards | A  A  A |
| **employer_small** | **Experience and Knowledge**   * Significant experience of working with or significant contact with people with sensory loss/disabilities with experience of providing notetaking services. * Experience of working within an education environment. * Experience and awareness in the use of specialist access technology. * Knowledge of relevant legislation including the Equality Act and its implications for the Service’s client base. | A/I  A/I  A/I  A/I |
| **employer_small** | **Skills**   * Ability to listen and type accurately at speed. * Excellent Communication (oral and written) with proven influencing ability along with competency in the use of electronic communications such as emails, texts, and Microsoft Teams with the ability to respond in a timely manner. * High levels of computer literacy to include MS Office, PowerPoint, and Databases. * Commitment to customer focused solutions. * Proven organisational skills. | A/I/T  A/I/T  A/I  A/I  A/I |
|  | **Other**   * Current driving licence and/or access to transport. (Adjustments will be considered where necessary as required by the Equality Act.) | A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300