

Northumberland County Council  
**JOB DESCRIPTION**

Post Title: Admin Service Lead		Children's Social Care		Office Use	
Band: 8		Workplace: Various and Hybrid			JE ref: 4176
Responsible to: Senior Manager (Admin – Countywide)		Date: July 2022		Manager Level:	HRMS ref:
Job Purpose: To provide leadership and management of Administrative Managers and staff across the service. To provide business support and implement strategies and policies to Children's Social Care					
Resources		Staff	Direct line management responsibility – Band 5 Admin managers and the staff reporting to them		
		Finance	Management of budgets in excess of £2 million. Including office admin and office running costs.		
		Physical	Day to day responsibility for maintaining and updating confidential and sensitive data. Careful use of PC. Office management responsibility including oversight of building issues and referral to the appropriate body.		
		Clients	Overall responsibility for front desk contact between admin staff and clients both through reception facilities, telephony and e-mail communication.		
Duties and key result areas:					
<div>1. Lead on providing and co-ordinating business and administrative support to the Childrens social care services.</div> <div>2. Budget holder for service areas, including administration staffing resources across the service and office running costs and service resources and supplies.</div> <div>3. Contribute to the financial and budget management processes of the service, including analysis and audit of complex budgetary information.</div> <div>4. Responsibility for overseeing the administration of a range of financial processes, including (but not exclusively) acting as authorised signatory on local/imprest accounts, raising and processing invoices and purchase orders, preparing reports and briefings on financial performance, ensuring information is entered into LIFT and overseeing the payments arising from this system, administering finance panels.</div> <div>5. Provide leadership and management of Administrative Managers across the service.</div> <div>6. To lead and be responsible for the selection and recruitment, supervision, appraisal, sickness absence management, capability and disciplinary, health and safety in relation to administration services, in accordance with agreed policies and procedures.</div> <div>7. To oversee the arrangements for recruitment in the service area and ensure that sufficient capacity is made available to complete all tasks. To provide advice and support to senior managers in relation to administration and business issues and the development and maintenance of support systems.</div> <div>8. To be responsible for monitoring, co-ordinating, reviewing and making recommendations to senior managers in relation to the level and function of administrative support.</div> <div>9. Group lead on accommodation and property requirements and the coordination of office accommodation changes across the service.</div> <div>10. Ensure that there is sufficient capacity across the service area to arrange, record and transcribe meetings. To coordinate and ensure a robust system is in place to type, upload and circulate meeting minutes.</div> <div>11. Contribute to the service planning process ensuring that administrative issues are addressed and contribute towards the preparation of service delivery.</div> <div>12. To be jointly responsible with other managers for ensuring compliance with council and directorate policies and procedures.</div> <div>13. To ensure robust systems are in place to manage administrative processes as required by the service, which may include data entry, managing email accounts, internal and external post, data entry and general administrative tasks.</div> <div>14.Ensure that a first point of contact is in place to receive and respond by phone or in person to customer queries.</div> <div>15. Be responsible for and review the health and safety procedures for the buildings , ensuring that users adhere to the requirements.</div> <div>16. Work with the senior managers in children's social care to ensure that the administrative service supports frontline practitioners and service delivery.</div> <div>17. To implement a quality assurance framework to support inspection activity and other regulatory requirements.</div> <div>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</div>					

<b>Work Arrangements</b>	
Physical Requirements: Transport requirements:	Ability to drive. Significant travel to visit sites throughout the County on a regular and routine basis and the post holder must be able to meet this requirement. Flexible working plus a requirement to work outside normal hours as required.
Working patterns: Working conditions:	Post is office based, including working from other sites.

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**PERSON SPECIFICATION**

<b>Post Title: Admin Service Lead</b>	<b>Director/Service/Sector: Paul Moffat, Children's Services Group</b>	Ref: 4176
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
Degree or equivalent qualification or equivalent significant experience operating at a senior level Business Planning. Budget management. Understanding of local government structure and services.		
<b>Experience</b>		
Significant experience of managing staff, including recruitment and selection, supervision, carrying out staff appraisal, sickness management, disciplinary and capability. Management of resources including financial budgetary management. Experience of designing, developing and maintaining business processes. Excellent analytical skills with proven ability in handling, interpreting and presenting information. Experience of managing change. Experience of working closely with senior managers within the context of a large organisation.	Experience of working in a Local Authority context. An understanding of the nature of the work of Children's Services.	
<b>Skills and competencies</b>		
Ability to work within a clear policy of confidentiality. Ability to propose, develop and implement effective systems and processes. Ability to manage services based on a number of sites. Report writing skills. Negotiating skills. Excellent ICT Skills. Self motivated, adaptable and resourceful. Team builder, leader and motivator. Excellent communication skills.		

<b>Physical, mental and emotional demands</b>		
Ability to deal with frequent interruptions and conflicting demands. Ability to work under pressure and to tight deadlines. Ability to work independently. High degree of frequent concentration and attention to detail. Ability to develop and sustain professional working relationships with individuals, groups and organisations from a wide range of backgrounds. Including good interpersonal skills and people management skills. Normally works in a seated position with some standing, walking, stretching and lifting.		
<b>Other</b>		
Ability to meet transport requirements of the post. Willingness to undertake training and development in the post.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits