**JOB DESCRIPTION**

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| **Post Title:** Administration Assistant | | | **Director / Service / Sector: Children’s Social Care** | | | **Office Use:**  **JE ref: 4178**  **HRMS ref:** |
| **Band:** 4 | | **Workplace:** | | | |
| **Responsible to:** Administration Manager | | | **Date: July 2022** | | **Manager Lever:** |
| **Job Purpose:** Assist with and supervise the organisation and provision of general support to senior colleagues by undertaking a wide range of administrative tasks. Contribute to the delivery of a high-quality and efficient administrative service. | | | | | | |
| **Resources** | **Staff** | A small number of staff as necessary during staff holidays and absences | | **Finance** | Handling cheques, invoices, small amounts of petty cash | |
| **Physical** | Careful use of PC and shared responsibility for other office equipment provided. Handling & processing of confidential information. Ordering & stock control. | | **Clients** | Reception / telephone - first point of contact / directing members of the public / service users. Dealing with the general public and clients of the Council. | |
| **Duties and key result areas:**  1. Assist, organise and supervise the work of a small group, team, or staff, providing clear guidance and supervision to achieve service objectives and quality standards  2. Arrange and occasionally attend meetings taking accurate and comprehensive notes as required using a variety of recording and transcription methods  3.Oversee the **t**yping of meeting minutes, case supervisions, notes, and actions for subsequent uploading to various databases and issue once approved  4. Direct the preparation of material for committees, working groups, team, and strategy meetings  5. Oversee the establishment of meetings both internally and externally, ensuring invites are issued, rooms booked using MS Outlook, MS Teams, telephone, etc 6. Supervise and assist with data entry into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed whilst maintaining confidentiality in accordance with General Data Protection Regulations  7. Ensure monitoring of email accounts for Administration and Secure mailboxes, enquiries sifted, information and messages relayed on time, enquiries appropriately re-directed for action  8. Provide reception duties, acting as first point of contact by phone or in person to staff, members of the public, visitors, service users and clients  9. Manage recruitment support activities, arranging Disclosure & Barring Service applications; equipment for new staff i.e. laptop, mobile phone, IT access, identity card, access to systems, Corporate Induction; training and development of less experienced colleagues; acting as coach and mentor as necessary  10. Supervise and assist as required with the provision of general office support, handling mail, filing, photocopying, document collation, fax, lamination, binding, maintaining, and issuing stock iaw corporate & service standards  11. Maintain an active interest in your place of work, reporting any building maintenance, cleaning, or security issues to relevant person/service  12. Undertake any other duties and responsibilities commensurate with the nature, level, and grade of the post.  **\***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. | | | | | | |
| **Work Arrangements** | | | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | Occasional need to travel to other service locations to attend meetings, conferences, provide cover etc  Day work with flexible working hours applicable  Minimal exposure to disagreeable, unpleasant, or hazardous conditions | | | | |

**JOB DESCRIPTION – SPECIFIC REQUIREMENTS**

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| **Post Title** | **Additional Duties & Key Results Areas Specific to Post Title** |
| **Enquiry & Referral Administrator** | * To bring to the attention of supervisors or duty social workers any referral requiring an urgent or immediate response i.e. child protection concerns * To take referral information in a consistent manner - gathering clear and concise information in order to fully complete a referral form for all people requesting a childcare service. This may involve interviewing callers to the office as well as taking referrals over the phone * To assist in identifying initial services required * To provide good quality information to the public at the point of referral and to redirect members of the public to other more appropriate agencies or services where necessary * To contact other professionals to seek or provide information if requested by and under the guidance of the duty social worker or the team manager * To provide feedback to referrers and clients when requested by the duty social worker or manager * To participate in the induction of new staff * To assist in the gathering of information for requests from CAFCASS, Probations, EHCPs, MARAC & MAPPA * To process Hub referrals, including contacting referrers if there is not sufficient information to make decisions. Create and disseminate Hub lists * To collate the morning Child Concerns Notifications (CCNs) and present these to the multi-agency team * To schedule supervised contact referrals to Contact Officers, based on availability, workload and geographical location * To ensure where possible, Contact Officers have a full schedule of work each day * To redistribute work of Contact Officer to cover periods of holiday and sickness * To contact families, carers and schools to confirm contact arrangements * To assess risk associated with contact referrals, and bring to the attention of a supervisor anything that is unclear or may need a detailed risk assessment * To make and confirm arrangements for callers to see a social worker where necessary * To assist in ordering and reviewing some services (such as day care), including processing the necessary documentation * To provide administrative support to the childcare team under the direction of the Team Manager |

**JOB DESCRIPTION – SPECIFIC REQUIREMENTS**

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| **Post Title** | **Additional Duties & Key Results Areas Specific to Post Title** |
| **Finance** | * Undertake complex payment checking, coding and calculations and information processing activities in order to ensure accuracy in the payment of care provider fees and allowances and the maintenance of financial and operational systems * Produce notification of payments to all care provider and respond to all care provider, social worker or management requests relating to payment queries * Recover overpayments, negotiating repayment plans as required. Raise invoices on behalf of Children's Services * Apply DfES guidance and means test to calculate adoption, Residence Order and Special Guardianship allowances * Operate and maintain schedules, records and systems for work areas for which responsible to ensure processes are carried out effectively and efficiently * Respond to non-routine and complex enquiries, both oral and/or in writing from a wide range of contacts, using judgement in forming responses so that advice on the area of work dealt with by Family Placement finance is consistently given iaw agreed policies and statutory legislation and within defined procedures * Prepare statistical and financial information from systems, and collate and present information for use of senior staff for operational management and policy development purposes * Monitor the operation of processes and advise on improvements in the job holder's specific work area, so as to contribute to the achievement of the Family Support and Placement Service Objectives * Ensure that all communications channels (upwards/downwards/lateral) are fully utilised in order to ensure that uncertainty is removed, and services are delivered effectively * To process payments which fall outside the regular schedule of payments * To deputise for the Administration Manager as required * To provide a customer focused service, ensuring that effective working relationships are developed and maintained. * Provide effective liaison and communication with approved care providers and social workers |

**JOB DESCRIPTION – SPECIFIC REQUIREMENTS**

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| **Post Title** | **Additional Duties & Key Results Areas Specific to Post Title** |
| **Specialist Safeguarding Report Writer** | * To attend multi-agency child protection conferences * To produce a concise, edited report of the conference appropriate to the circumstances of the case, including accurate case details, all relevant comment, nuance, argument and dissention, together with the decisions reached and recommendations made iaw agreed standards * Prepare the outline child protection plan within one working day * To distribute copies of the Outline Child Protection Plan to professional and family participants * Distribute the final conference record, including any written reports which have been submitted to the conference for circulation * Ensure all confidential material is appropriately protected * Collate and circulate any subsequent amendments to minutes from conference participants in consultation with the conference Chairperson * Provide administrative support as necessary to Child Protection Chairpersons in respect of Child Proections Conference * To attend and prepare notes of other inter-agency Child Protection meetings as required * To provide administrative support to independent reviewing officers and other members of the Children's Services Safeguarding Unit * To liaise with colleagues within Children's Services and other agencies in gathering information |
| **NAS Admin Officer** | * Arrange meetings, attending and taking accurate, straightforward notes as requested * Respond to more complex and detailed enquiries both verbally and in writing * Arrange corporate hospitality and organise accommodation and travel for service staff as requested * Process account for payment, reconcile errors and omissions and liaise with suppliers as necessary * Deal with external sources, clients, suppliers, public, other public bodies, resolving non-routine queries and problems or contentious issues * Prepare material for committees, working groups, team meetings * Maintain imprest accounts and local accounts iaw Financial Regulations * Manage a team of support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards * Manage the induction, appraisal, training, development and performance of the team acting as coach and mentor as necessary * Contribute to budget and project planning processes, monitoring progress against plans throughout the year with a view to achieving set business objectives * Develop, implement and maintain management information services that support the aims of the service and the organisation * Manage and operate information systems such as service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use * Individually and as part of the team provide general office support, filing, handling mail, dealing with callers/visitors, filing, photocopying, collation, maintaining and issuing stock iaw corporate & service standards * Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data iaw predetermined boundaries or as instructed * Provide support for specific professional, service led or high profile projects as directed (JD 336 by the Senior Administrative Officer, Children's Operational Managers and Heads of Service for Family Services) * Assist in fund raising activities, prepare bids and liaise with internal and external partners as required |

**PERSON SPECIFICATION**

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| **Post Title:** Administration Assistant | **Director/Service/Sector:** | | **Ref: 4178** |
| **Requirements** | **Essential** | **Desirable** | **Assess by** |
| **Knowledge and Qualifications** | * Good general education demonstrating numeracy and literacy * OCR/RSA II or equivalent in typing, text or word processing or relevant experience * NVQ Level 2 or equivalent in a business-related discipline or relevant experience | * Experience in taking minutes * NVQ Level 3 in a business-related discipline * Knowledge of Local Authority procedures |  |
| **Experience** | * Previous experience in a similar role covering a broad range of support tasks and procedures * Experience in using Microsoft Office applications and Microsoft Teams | * Previous Local Authority experience in an administrative role |  |
| **Skills and competencies** | * Good interpersonal skills and organisational skills * Good verbal and written communication skills * Experience in the use of Microsoft Office (Word, Outlook, PowerPoint and Excel) and Microsoft Teams * Ability to plan and prioritise work whilst working to deadlines * Ability to remain calm and polite under pressure * Exercises due care and attention to detail * Maintain strict confidentiality at all times * Reliable and keeps good time * Promotes equal opportunities and diversity in all aspects of work | * Experience working with the public |  |
| **Physical, mental, and emotional demands** | * Works in a seated constrained position. Some standing, walking, stretching & lifting * Regular periods of concentrated mental attention with some pressure from deadlines, interruptions, and conflicting demands * Contact with the public may result in some emotional demands * Minimal exposure to disagreeable, unpleasant, or hazardous conditions |  |  |
| **Other** | Flexible approach to work |  |  |

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